Tom Quick - Product Delivery & Design

Portland, OR   tom@tomquick.com   linkedin.com/in/tomquick

Results driven leader for product delivery, customer workflow focused design, and project team success with 17 years of experience in project management, user experience problem solving, quality assurance management, and design implementation.

Strong command of business, technical, and communication requirements, logistics and potential. Skilled at group processing and troubleshooting, with a bias towards definitive action. Expert at efficient tactical decision making and risk management, communicating key details relevant to managers and individual contributors as needed.

Passionate about product delivery, usability, user workflows, and team coordination. Focused on lean, viable, release planning and execution.

Technical Program Manager
AWS Elemental (a subsidiary of Amazon Web Services) | October 2015 - June 2018

- Release managed the delivery for sixteen general availability software releases, including multiple custom features and fixes for top tier strategic customers
- Defined release scope, feature scope, release timing estimation, technical delivery, and quality assurance planning for all team product releases
- Managed customer issue triage and expectations for team deliveries.
- Hosted weekly check-ins with product and service teams
- Provided leadership for quality assurance management
- Delivered internal training and communication on new features, fixes, version control, and compatibility
- Managed resource allocation and forecasting, defining priorities for individual contributors
- Led Agile process combining Kanban and Scrum methods for development and test tasks
- Maintained backlog prioritization, factoring cross-team dependencies through continuous integration process
- Efficient and effective meeting facilitation
- Status reports, Jira project management, Confluence documentation, Jenkins build management, go/no-go process

UX Manager
Elemental Technologies | October 2012 - October 2015 (acquisition by Amazon Web Services)

- Feature design and prioritization for interactive workflow elements of multiple new and legacy products
- Scope design and definition for features and new products based on customer needs, available resources, timeboxed requirements, and risk management
- Developed wireframes and workflows in Balsamiq/Sketch, defining feature extents and limitations
- Tracked and communicated scope changes, providing solutions and necessary corrections
- Audit of UX challenges and needs, across multiple integrated products, providing formal recommendations for executive management
- User testing on location with customers
- Provided recommendations to management based on user testing and test analysis

Senior Project Manager
Babcock & Jenkins | April - August 2012

- Client communications, team meetings, technical discovery, presentations
- Projects included: profile development, creative concepts, video production, website functionality, content localization, infographic development, email campaigns, media campaigns, reporting, banners
- Timelines (detailed and client-facing), SOWs and change orders
- Liaison between specialists, account managers, clients
- Resource planning, scope management, quality assurance

Media Production Manager
One Economy Corporation | 2006 - 2012

- Lead on website architecture, layout, design, revisions
- Developed multi-platform, multi-site integration systems
- Liaison between product owners, engineers, management
- Managed vendor contracts, work orders, task prioritization, invoices for project teams of two-five people, spanning from two weeks to one year
- Graphic design, website interface design, wireframes, production art
- Project management, coding, CMS wrangling, QA
- Led the web team transition to 100% in-sourced capacity
- Represented tech team to external partners, funders, vendors
- Managed internal innovation capture and development system
- Chaired inter-departmental meetings

Web Manager
AIP – an exclusive independent vendor of Nike products | 2001 - 2006

- Increased online sales by 20% in first 12 months
- PM on website that led to revenue growth of 400% in 12 months
- Reduced end-user returns and service conflicts by 25% over 2 years
- Salvaged key client relationship through brand management
- Managed all content details for 1000's of SKU's at any given time
- Reduced scheduled site launch downtime from 5 days to 10 minutes

Web Designer
Dentistry Online, Inc. - an online service for dental industry | 2000 - 2001

- HTML/CSS, browser management, W3C web standards
- Graphic design, content management
- Customer requirements, process management, communication

Formal Education
Northwestern University - Evanston, Illinois | 1992
      Bachelor of Arts Degree, Majoring in Music Education, Dean's List