

# Tom Quick

## Leader for Product Design and Delivery

Portland, Oregon  
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- Software design and delivery leader with 18 years of experience and a strong passion for user-focused design, team collaboration, customer workflow problem solving, and the timely delivery of quality products
  - Experience spanning design, development, product ownership, tactics, and strategy
  - Navigates challenges with a high degree of integrity, loyalty, empathy, kindness, and honesty

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- ★★★★★ Advanced at synthesizing user, business, and tech needs into consensus-driven specs
  - ★★★★★ Advanced use of UX design principles, best practices, design thinking process
  - ★★★★★ Advanced communication skills, coordinating cross-functional team projects
  - ★★★★☆ Strong ability to lead and facilitate Agile team process
  - ★★★★☆ Strong at presenting visual ideas to internal stakeholders, clients, and intended audiences
  - ★★☆☆☆ Familiar with front end development platforms, leveraging HTML, CSS, and JS

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**AWS Elemental**, an Amazon subsidiary, serves a broad range of industries focused on live streaming and on demand video, and is the global leader for multi-screen content delivery. Team size > 250

### Technical Program Manager | 2015 - 2018

- Program and release management for 16 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
- Provided leadership for development and quality assurance teams
- Delivered internal training and communication on 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
- Status reports, Jira management, Confluence documentation, Jenkins builds, go/no-go process
- Member of the Community Investment Committee, bringing innovative ideas to volunteer initiatives

### UX Manager | 2012 - 2015

- Feature design and prioritization for interactive workflow elements for 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 documentation and visuals
- Audit of UX challenges and needs across multiple integrated products, providing formal recommendations for executive management
- User testing on location, including with Fortune 500 customers
- Provided recommendations to management based on user testing and test analysis

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**Babcock & Jenkins** was a full service marketing agency focused on business-to-business transactions, with strengths in strategic, creative, digital, technical, and analytic services. Team size < 80

**Senior Project Manager** | 2012

- Client communications, team meetings, technical discovery, presentations
- Lead on 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

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**One Economy Corporation** was a global non-profit dedicated to improving the lives of people from underserved communities through the use of technology. As technical thought leaders in the social engineering space, OEC focused on media content with a public purpose. Team size > 150

**Media Production Manager** | 2006 - 2012

- Lead on website architecture, layout, design, revisions
- Developed multi-platform, multi-site integration systems
- Liaison between product owners, engineers, designers, management
- Managed vendor contracts, work orders, task prioritization, invoices for project teams

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**AIP** (Athlete Influencer Programs) was an independent vendor of Nike products. Through online sales, they served athletic professionals with a members only line of early run footwear, apparel, and accessories. Team size < 80

**Web Manager** | 2001 - 2006

- Management and ownership of four concurrent ecommerce footwear and apparel sites
- Provided web design solutions to match Nike branded catalogues, salvaging key client relationship
- Reduced scheduled site launch downtime from 5 days to 10 minutes

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**Dentistry Online** provided multiple digital services to dentists and oral surgeons. Team size < 50

**Web Designer** | 2000 - 2001

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

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**Education** - Northwestern University - Evanston, Illinois - Bachelor of Arts Degree, Dean's List

**Volunteering** - Free Geek, Oregon Food Bank, Schoolhouse Supplies, Community Cycling Center

**Community** - Active leader for design groups: pdxhcd.org, pdxUX, Portland Community Design Thinkers