RYNE ANTHONY SMITH

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PROFESSIONAL SUMMARY

Goal-oriented product manager with seven years of success leading products and projects in Agile Scrum and Kanban environments. Additional expertise includes team leadership, technical problem solving, process improvements, and QA.

PROFESSIONAL EXPERIENCE

ADPEARANCE   Portland, OR
Product Director   **07/2017 - Present**

- Lead developers and PMs in developing and maintaining client-facing, marketing-focused CMS and related internal tools
- Own and maintain product vision, strategy, roadmap, and timelines, focusing on scalability, design, and performance
- Train PM team on requirements gathering, budget and timeline management, wireframes, and communication
- Ensure uptime and quick resolution of bugs by acting as main data analyst and QA lead
- Released a complete overhaul of the CMS in 2020, improving UX and security and reducing code complexity
- Act as primary technical and functional subject matter expert to train internal stakeholders and clients
- Implemented Agile processes to streamline workflows, reducing maintenance backlog by 75% in six months
- Led and acted as main author of an initiative to create release notes aimed at both technical and non-technical audiences
- Revamped support model and product offerings to decrease support desk response time and time to resolution
- Created user stories and technical feature requirements for the CMS frontend and backend and client website frontends

AMERICAN INSTITUTES FOR RESEARCH   Washington, D.C.
Project Coordinator   **01/2016 – 04/2017**

- Coordinated five simultaneous online and paper state assessment projects over all phases of the project lifecycle
- Developed client-specific software documentation and provided training to internal and external users
- Performed internal product QA and UAT in coordination with clients
- Acted as technical liaison to develop quick, efficient solutions and avoid areas of possible conflict
- Developed new internal processes to improve efficiency of various project management tasks
- Managed escalated help desk cases, improving response and resolution times and providing technical information

AIR FORCE ASSOCIATION   Arlington, VA
Project Manager   **02/2013 – 12/2015**

- Managed all technical aspects of educational U.S. and international system administration and networking competitions
- Led overall product management, generating requirements for new systems and ensuring timely delivery
- Developed programmatic and technical documentation and trained internal and external users
- Developed and taught cyber safety and Windows and Linux system administration curriculum during weeklong camps
- Led nine-person technical support team for tens of thousands of users
- Analyzed and reported on quantitative competition and participation data for senior management
- Acted as technical liaison with sponsors and partners for effective hardware and software implementation
- Maintained technical systems through system backups and clones, hard drive partitioning, and security administration

EDUCATION

GEORGETOWN UNIVERSITY, School of Foreign Service   Washington, DC
Master of Arts in International Security Studies   **08/2014**

UNIVERSITY OF ST. THOMAS   St. Paul, MN
Bachelor of Arts in International Studies/Applied Math, *summa cum laude*   **05/2011**

TECHNOLOGIES

- Product Management: Jira, Confluence, Trello, Clarizen, Basecamp, Salesforce, Smartsheet, WordPress, Figma, Excel
- Technical: SQL, HTML, AWS, Windows, Linux, familiarity with Java and JS frameworks including Vue and jQuery
- Other: Google Analytics and Ads, Facebook Business Manager, Bing Ads, Adobe Photoshop, VMware, GIMP