Mark T. Wetherspoon

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 **Experienced IT Professional**

An extremely motivated and results-oriented IT professional with more than 20 years of experience across multiple business domains managing local and distributed teams, enterprise technology initiatives and client relationships. Combining extensive technical expertise with business, analytical and project management skills, I am passionate for innovation, problem solving and driving products and initiatives from inception to release.

 **Core Skills**

* Strong problem-solving skills with the ability to apply creative and innovative thinking to complex problems
* Product and project management skills including requirements gathering, planning and tracking through the entire product lifecycle
* Strong management skills with the ability to negotiate, agree and control the scope of activities
* Ability to communicate effectively with all levels of leadership in an organized and professional manner
* Strong stakeholder management skills with the ability to build and foster new relationships in a high-performing team and culture
* Proven experience defining the wider execution plan to deliver on the product roadmap
* Excellent skills in communicating ideas both verbally and in written form in a clear, concise and professional manner
* Ability to deliver quality documentation including customer journeys, use cases and technical diagrams with use of appropriate applications and tools
* Multiple SDLC methodologies with experience in Waterfall, Agile, Scrum, SAFe, and Kanban
* Experience in Product Lead Growth business methodology
* Extensive systems design and architecture as well as upgrade and migration expertise
* Tools: JIRA, Aha! (Roadmap Software), Rally Software (CA Agile Central), Microsoft Office Suite, Visio and Sharepoint
* Technologies: Cloud (Amazon and Azure as well as Private), Shared Storage (SAN, NAS and Cloud), Backup and Recovery

**Professional Experience**

**Randstad Technologies – Philadelphia, PA 04/2020 – 06/2020**

**Agile Product Owner – Contract Assignment for CIGNA**

Represent the “voice of the customer” at the team level, maintaining and prioritizing the Product Backlog to ensure that the team is working on stories that maximize business value and deliver necessary fixes and functionality to all customers.

* Act as liaison between business and IT teams to refine the product and incorporate features based on market demands
* Partner with IT and product leadership to drive and manage the solution development process and ensure the product team understands the direction and vision
* Create and maintain the solution vision, roadmap, and backlog of work through the project's life cycle
* Translate Epics and Features into user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder’s requirements

**Sungard AS – Philadelphia, PA 10/2017 – 01/2020**

**Product Owner, Recovery Services**

Responsible for leading multiple product engineering teams through the design, development and launch of the Sungard AS Cloud Recovery (CR) services suite. This suite of services included Cloud Recovery – Virtual Servers (CR-VS) and Cloud Recovery – Server Replication (CR-SR) which were designed to protect customer systems in a hybrid cloud model utilizing both an internal private cloud built on VMware and hosted at Sungard data centers, and public cloud offerings utilizing Amazon and Azure platforms.

* Lead the CR product teams from inception, through launch of MVP and for 24 months of enhancements and growth, protecting over 2500 systems with the cloud recovery suite of tools
* Drive product development and enhancements including market analysis and roadmap development
* Translate Epics and Features into user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect market and stakeholder requirements
* Work with customers to ensure Minimum Viable Product (MVP) is actually a product in demand by the customer base and designed to meet the needs of our end users
* Lead sprint planning, demos, and other agile development related ceremonies
* Partner with customers, engineering, product management, sales and marketing to oversee the product development efforts

**Hitachi Data Systems, Inc – Piscataway, NJ 07/2014 – 07/2017**

**District Principal Technical Consultant/Master Solutions Consultant**

Responsible for leading the technical aspects of the services business in the district. This responsibility spans all phases of a project's lifecycle including architecting solutions, scoping service opportunities, overseeing deliveries, handling technical escalations, and ensuring orderly project closure.

* Provide presales services scoping support for complex solutions in a designated district
* Provide technical oversight for all professional services engagements
* Articulate the overall solution and service delivery plan to implement the solution to the customer
* Manage transition and hand-offs between delivery consultants engaged for phases of solution delivery
* Provide subject matter expertise for HDS product sets
* Provide mentoring and coaching of delivery consultants engaged in projects
* Ensure customers and sites are ready for service delivery

**Dow Jones / News Corp – Princeton, NJ 09/1999 – 07/2014**

**Principal Architect, Storage and Cloud Services (08/2010 – 07/2014)**

Promoted to Principal Architect reporting to the Senior Vice President of Global Strategic Planning and Architecture. Responsibilities included providing architectural leadership and direction for the shared storage, systems recovery and data protection technologies across the organization. Partner across all areas of the business and IT including infrastructure engineering, application development and infrastructure operations to deliver high quality solutions that comprehensively address the business and operational requirements.

**IT-Team Lead (09/2008 – 08/2010)**

Promoted to IT-Team Lead of the Shared Storage Services group with the responsibility of managing the team supporting the SAN, NAS, and EBU (Enterprise Back-up and Recovery) infrastructure for Dow Jones.

**Storage Architect (01/2003 – 09/2008)**

Promoted to Storage Architect with the responsibilities of investigating, creating requirements, evaluating solutions, providing technical recommendations and implementing enterprise wide storage platforms for all business lines at Dow Jones.

**Storage and Server Engineer (07/2001 – 01/2003)**

Transferred to the newly formed Storage and Server Engineering team post launch of the WSJ.com J2.0 redesign project after being recognized as a key technical resource in the design and implementation of new platforms for support of Dow Jones business lines.

**Supervisor/Technical Project Lead (09/1999 – 07/2001)**

Recruited to manage the Wall Street Journal Online (WSJ.com) open systems production support team and to act as Technical Project Lead for the WSJ.com Journal 2.0 (J2.0) redesign project. Responsibilities included overseeing efforts to identify and evaluate all critical systems for support, management, reporting, alerting and security issues.

**Education**

**Associate of Arts (equivalent)**

Rutgers University

Camden, NJ

**High School Diploma**

Pope Paul VI High School

Haddonfield, NJ

**Certification**

**Certified Scrum Product Owner (1266229)**