MICHAEL GHOLSON

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# Technical PRODUCT Leader

***Developing and executing lead strategies for technical products***

* **Program/Product Management**
* **Vendor Relationships**
* **Presentations & Speaking**
* **QA Management**
* **Agile Road Mapping**
* **Security Analytics**
* **Cross Functional Teams**
* **Enterprise Management**
* **Commercial IoT Devices**

Accomplished, dynamic, customer-focused Product Manager with experience in team management, marketing, sales, and engineering of technical products. Deep passion for solving business and quality problems. Strong background in engineering, software, hardware devices, and IP network communication. Skilled communicator with exceptional ability to collaborate with cross-functional teams, and executive management, to achieve results and deliver quality products.

**Professional Experience**

**United Technologies / Safe Fleet ▪ 2010 to 2020**

*Fortune 100 conglomerate that researches, develops, and manufactures aircraft engines, aerospace systems,*

*HVAC, elevators & escalators, fire & safety, building systems, and industrial products*

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**Product Manager** (2012 to 2020)

I designed and directed a full enterprise SaaS solution for client, server, and mobile applications using on-premise and cloud infrastructures. Product focus on consumer and business software for large server farms and over thousands of commercial IoT hardware devices. Solution included GPS tracking, telematics, reporting, and automatic wireless evidence retrieval. I designed a new interface for monitoring devices, playing videos and managing large datasets. Fostered and maintained relationships with leaders of local and international teams, customer billing, and drawing down on them as necessary to complete large projects. Created and managed the product roadmap, assuring the product vision and KPI’s were met. Directed an international team of 30+, from US, China, India, Canada, and Poland, to develop new features. Experience in Artificial Intelligence, cloud migrations, API, platform mergers, security audit process and compliance.

* *Led product innovation, go-to-market content, and impactful messaging for national and international markets.*
* *Launched security compliance audits and process tracking.*
* *Specialized in solutions for customers seeking enterprise projects of $1M to $20M.*
* Improved product strategy and development process for enterprise-level software.
* *Secured approval, planned new product requirements, assembled a team, coordinated timelines and deliverables for an ERP software product to specifically meet the needs and expectations of large enterprise customers.*
* Spearheaded stakeholder meetings, presentations, pricing, roadmaps, and critical business KPIs.
* Led the new software development to assure compliance with New York City.

**Sales Engineering Manager** (2010 to 2012)

Developed and maintained integral customer relationships for infrastructure architecture including disaster recovery, networks, database, server integration, and mobile technology products. Managed product implementation on site and in AWS and Azure cloud. Introduced and integrated scalable solutions and wireless communication, disaster recovery plans, and customer training. Conducted presentations to government organizations and worked closely with regional and area sales managers. Utilized knowledge of technology to assist with sales process and integration at customer sites, demonstrating hardware / software, answering technical questions, and led efforts meet RFP needs.

* Increased sales margins by 33% and improved customer satisfaction by establishing and qualifying new technology.
* Proposed changes to the business model and strategy that were key to winning large customers; Collaborated with development team to establish a roadmap that met all project needs.
* Developed sales objectives and strategies for software and commercial IoT markets in the United States.
* Collected and documented all market feedback and passed product requirements to Product Management, Engineering, Marketing and Support teams within the company.
* Promoted to Product Manager upon winning New York City Transit in Manhattan.

**General Electric ▪ 2003 to 2010**

**Sales Engineer** (2007 to 2010)

Spearheaded a new team of sales engineers for the mobile streaming and mobile fleet management market. Delivered products to meet Enterprise business objectives and presented products to large customer groups. Launched a new infrastructure plan for customer deployments, wireless communication, and secure database implementations. Implemented disaster recovery plans and client training and project launch schedules.

* Generated a 15 to 25% year over year revenue increase by increasing mobile view from a product that was purchased from another vendor, reskinned, and sold up to an enterprise level product.
* Promoted to Senior Application Engineer after the business was acquired by United Technologies.

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**Senior QA Lead** (2003 to 2007)

Led quality test data analysis on software and hardware datacenter products - including networked video, data storage and servers, firmware, and software integration. Interfaced with customers, performing beta and test programs. Worked as part of a high-performing and cross-functional team to develop and release global video management OVP solutions. Communicated and coached global teams on big picture goals. Frequently led problem-solving engineering projects to proactively unearth risks and perform root-cause analysis.

* Assembled performance metrics, implemented tools, and analyzed data to drive the decision-making process.
* Large-scale data collection and Enterprise storage experience.
* Promoted to Sales Engineer to help build the mobile product division.

**Autodesk ▪ 2001 to 2003**

**Senior Quality Engineer**

Established and directed an international program for quality assurance testing of a software monitoring solution for the injection molding industry. Built a strong test lab in both the United States and Australia and trained engineers on the proper testing and automation techniques. I also led the effort to localize products for English, French, and Spanish customer base.

**Education**

**Warren National University** ▪ **Bachelor of Science – Computer Science**

**Linn-Benton College** ▪ **Articulation – Engineering Transfer**

**Additional Activities / Volunteer Work**

**Patent Pending** ▪ **Peer-to-peer Data Sharing – UTC**

**Awarded** ▪ **Innovative Design and Management – UTC**

**Certified** ▪ **Red Hat Engineer – RHCE**

**Volunteer** ▪ **Scout Leader – Boy-Scouts of America**

**Skills**

MS Office Suite, Google Docs, Salesforce, JIRA, Confluence, Aha.io, UX Design, Server Operating Systems, Security Protocols, Enterprise Hardware, Commercial IoT, Linux, Smartsheet, MS Project, Agile Tools, Cloud Infrastructure, SQL Databases, UI Design, Artificial Intelligence, Road Mapping Tools, Virtual Services, Mobile Applications, Amazon Web Services, Azure