

ANDREW M. TATE
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JOB OBJECTIVE

Highly energetic and organized “hands-on” technical professional with extensive industry experience seeking a Product Owner or Product Management position to develop product and drive the SDLC leveraging Agile/SCRUM methods.

SKILL SET

Agile/Scrum, SAAFe, JIRA, Rally, Aha!, BDD, .NET, AWS Cloud, Lambdas/Containers, RDS, S3, EC2, Mobile Apps, Salesforce, Sitecore CMS, UX/UI design, SaaS, APIs, SEO/SEM, Loyalty Rewards programs, Payment Processing, XMPP Chat, translations and globalization, internet advertising, analytics and information security.

CERTIFICATIONS

2017 - Certified SCRUM Product Owner (CSPO), Agile for All

WORK EXPERIENCE

9/2023 – present
Bureau of Information Technology Solutions
State of Connecticut, Dept. of Administrative Services
Product Owner (Contract)

Product Owner responsible for the state's One Stop Business portal. Leveraged analytics, user research and competitive analysis to create a high level plan. Tech stack based on Sitecore and Salesforce. Reached out to stakeholders across a wide spectrum that included Commissioners of several state agencies and external business organizations that included the Better Business Bureau and CTNEXT.

9/2017 – 7/2023
HHAExchange Corporation – Miami, FL
Product Owner (FTE)

As a Senior Product Owner led the transformation to Agile/SCRUM. Agile Evangelist / Agile Coach – application of User Story workshops, 3-Amigos and Customer prototyping, Analytics, user feedback and A/B testing techniques. Responsible for multiple projects including a SaaS based Caregiver portal, Non-Home Care portal, CDPAP portal, new Message Center architecture, EVV Interactive Voice Response (IVR) system that included the migration of 500K users to Amazon Connect. Responsible for legacy native mode Android and iOS Caregiver EVV mobile apps with features for Firebase XMPP Chat, Case Acceptance, Consecutive Shifts, Offline mode, Accessibility and multi-language support.

Developed next generation multi-purpose Caregiver mobile apps based on Xamarin Forms. Investigated migration options to .NET6 – MAUI. Created Epics, User Stories, BDD based Acceptance Criteria, Story Mapping, wireframes, mockups and working UI/UX prototypes. Drove the project from inception to delivery at Google Play and The Apple Store.

6/16 – 4/17
Jackson Hewitt Corp. – Sarasota, FL
Product Owner (FTE)

Product Owner responsible for driving the web and mobile web development of jacksonhewitt.com using Agile/SCRUM methodologies and Rally. Areas of focus have been SSO/SAML integrations of Coconut Calendar and Saepio/Brand Central, SEO Optimizations, MyJH Auto-enrollment, Customer Reviews, Office Locator and GEO Location Services. Also was largely responsible for supporting the Javascript development behind all site content created using the Ektron CMS. Responsible for the Jackson Hewitt Android and iOS mobile apps.

5/16 – 6/16

[Carvechi Technology](#)

Product Owner (Contract)

Developed an iOS mobile app for the Sports and Entertainment industry called [FanPaas](#) which implemented SAP on the back-end. Gathered requirements from Stakeholders and developed the entire end-to-end User Experience using Balsamiq. Organized the project in JIRA and readied the project for Development. Also developed all of the marketing collateral and website copy.

9/15 – 4/16

[Franchise World Headquarters - Subway](#)

Product Owner (Contract)

As the Product Owner for Subway Point of Sale Technology was responsible for interacting with the stakeholders largely comprised of Subway Franchisees and performing all Product Ownership functions following Agile SCRUM best practices. In addition to maintaining the product backlog, sprint planning, story writing, acceptance criteria definition, wireframe creation and roadmap and dependency management, was involved in the management of third party organizations providing adjunct functionality to Subway. Focus areas include the internationalization of Subway POS that includes translation support, fiscalization and localization. Developed Loyalty Rewards programs to drive uptake.

3/14 – 8/15

[Sphere Consulting](#) – Miami, FL

Product Owner (Contract)

As a Product Owner and acting Development Lead, gathered the requirements and authored the specifications to create [BetterInterviews.com](#) - a SaaS based ATS (Scrum project), and [TheJobStack.com](#) – a SaaS based crowdsourced referral platform (Kanban project). Manage offshore Ruby on Rails, iOS and Android Development/Design teams in the Ukraine and Russia. Manage the Product Backlog with Trello and determine the priorities with Leadership which then drives the development of specifications and wireframes for each Sprint. Designed several key features including a Master Job Board interface to produce a “subscriber fed” Job Board. Designed the back-office self-serving billing system supporting first time purchases and renewals. Developed all the content for the product website including a promotional video. Leveraged SEO/SEM to increase paid and organic traffic. Provide ongoing product demos and walk-throughs. Perform project management with Jira.

7/13 – 2/14

[Nova Point of Sale](#) – Miami, FL

Product Owner

Responsible for all product enhancements of an industry leading PoS application. Implemented Agile/Scrum methods as Product Owner and acting Scrum Master. Lead daily Sprint standup meetings with Development using a Scrum board and burndown charts. Responsible for the product backlog which included collecting requirements from key stakeholders and other sources like competitive research. Implemented a full cycle Scrum process that included managing and prioritizing the product backlog. Responsible for breaking down User Stories into assignable tasks using lean design. Developed UI wireframes, hi-res mock-ups and design specifications. Developed the specifications for a SaaS based version of the product based on Microsoft .Net and MVC. Design an adjunct eCommerce option for the Kiosk owners to create a virtual storefront. Also created the wireframes and specifications for a hosted eCommerce platform providing a virtual storefront for Nova’s customers. Developed Loyalty Rewards programs to drive uptake.

3/10 – 4/13

[Global Personals Media, LLC](#) – Miami Beach, FL

Internet Advertising and Globalization Specialist

Responsible for driving creatives, advertising operations and analytics for all company-wide promotions including CPM and CPC media buys. Leveraged SEO/SEM to drive conversions. Administered several in-house OpenX derived Ad Servers and external auction systems. Developed several auto-bidding auction scripts in PHP leveraging a third-party REST API. As a member of an Agile/Scrum Development team, was responsible for the globalization and localization of several adult dating websites throughout Western Europe and Australia including Payment Processing in these markets. Maintained the translations across web, mobile web and native mobile apps for the iOS and Android platforms.

12/08 – 12/09

[ScheduALL Corporation](#) – Hollywood, FL

Product Manager

Product Champion for the entire Scheduling Software product line. Technical liaison between Development, QA, Marketing, Sales and Support. Developed marketing collateral and messaging used across all distribution media including website, product slicks, press releases, webinars, trade show signage, etc. Established processes for collecting product enhancement requests from all stakeholders. Responsible for the internal and external product roadmap. Main customers were NBC Sports, ESPN/Disney, CBS and Fox.

11/05 – 11/08

[SpectorSoft Corporation](#) – Vero Beach, FL

Product Manager

Product evangelist and technical liaison. Performed extensive competitive research in direct and adjacent markets. Developed product requirements for SpectorSoft's enterprise flagship product Spector 360 using information collected from key customers, competitive analysis and stakeholders. Developed detailed User Interface mock-ups. Developed a Sharepoint site to collect and track customer product enhancement requests. Evaluated and selected the source for the enterprise Web Filtering database. Conducted analyst briefings with Gartner Research, Forrester Research and others. Presented a whitepaper to the Internet Safety Technical Task Force at Harvard Law School. Appeared on the South Florida Business Report on CBS affiliate WPEC TV Channel 12.

Developed all of the website and collateral content for Spector 360. Contributed to the GTM strategy of the product. Drove new product development for consumer and business products. Developed Marketing and Product Requirements Documents. Technical liaison between Sales, Marketing and Development.

1/06 – 1/07

[Authentium Corporation](#) – Palm Beach Gardens, FL

Product Manager

Responsible for driving new SaaS features into multiple product lines based on information collected from key customers, competitive analysis and stakeholders. Developed Product Requirements and UIs for a next generation Firewall and mobile AV product. Performed design and roll-out of the company's Resource Center offering collateral, demo copies and other information to Sales. Maintained the company-wide roadmap for all products. Delivered webinars and information sessions to customers. Assumed the role of SCRUM Product Owner.

10/00-11/05

INFOSEC Specialist, CyberGuard Corporation, Deerfield Beach, FL

Hands on manager of a team of 25 Software Developers. Developed a Linux device driver to log event records in the kernel and from user processes. Performed research into Security and SMP support in FreeBSD and Linux. Developed a strategy to integrate an IPSec VPN into CyberGuard's legacy Firewall line based on the Unixware OS. Performed strategic research and then selected SSH's IPSec/IKE Toolkit to facilitate the requirement. Responsible for the selection of a VPN client and PCI based cryptographic hardware acceleration solutions. Developed a vendor specific IPSec Documentation Profile for the VPNC. Assisted in FIPS 140-1 certification efforts for CyberGuard's VPN products. Performed Product Management.

1991 – 2000

Founder/CEO, Tate Consulting, Inc., Boca Raton, FL

Performed on-site consulting, outsourcing and full-time placements. Single handedly built annual revenues up to 2.5M with a staff of 40 and was responsible for all functional aspects of the company including Marketing, Recruiting and Client/Business Development. Also contracted my software engineering services to the clients of Tate Consulting which included CyberGuard Corp., Motorola Computer Group. Sun Microsystems, Encore Computer Corp., IBM and Motorola Paging Systems.

Prior to 1991

Member of the Technical Staff, MODCOMP/AEG, Ft. Lauderdale FL

Member of the Technical Staff, Gould, Ft. Lauderdale FL

Member of the Technical Staff, Pyramid Technology Corp., Mountainview CA

Member of the Technical Staff, Gould Computer Systems, Ft. Lauderdale FL

Member of the Technical Staff, Paradyne Corporation, Largo FL

EDUCATION

Bachelor of Science in Computer Science, University of South Florida, Tampa FL
Post Graduate Studies in Computer Science, University of South Florida, Tampa FL

INTERESTS

I am a competitive marathon runner and 4X Ironman triathlete.