

Richard A. Devones
Fort Lauderdale, FL 33334
(954) 675-6126 richard.a.devones@gmail.com

PROJECT MANAGER

SUMMARY OF QUALIFICATIONS

Highly successful career working for start-ups to global corporations with accomplishments in Project Management, Technical Account Management, Support, Marketing and Engineering

- Managing costs, budgets, tasks, resources, timelines, risks and dependencies to complete IT and capital projects including acceptance and commissioning. start-up
- Providing advanced technical support, field service, and on-site leadership
- Liaising with engineering, marketing, sales, support, and customers to drive projects
- Communicating and collaborating to achieve Stakeholder Alignment
- Writing user story JIRAs; Defining product roadmap; Prioritizing roadmap backlog
- Assigning JIRAs to sprint and managing daily agile standup

BACKGROUND

- Adaptable professional maneuvering in ambiguous situations to learn, operate and achieve goals quickly, Able cross-functional and team leader
- Innate planning and problem-solving ability with strong communication skills coupled with high emotional intelligence and aptitude for developing long-term relationships

EDUCATION

BSEE - University of Washington, Bachelor of Science in Electrical Engineering

SELECTED ACCOMPLISHMENTS

- As Product Lead in Office of the CTO of Booz Allen – Scoping roadmap for Boeing T-7A OEM XRAE partnership agreement for commercialization of AI tech developed for defense

- As Technical Account Manager/SME - troubleshooting, analyzing and resolving the most technically challenging 'revenue at risk' customer issue; As Sales Engineer, discerning requirements, running Proof of Concept trials, quoting and closing sales

- As Senior Consultant, serving as focal point and 'connective tissue' to lead development of WW partner ecosystem GTM strategy and enablement programs for Microsoft Security Experts; Ideating with stakeholders and partners to author Ecosystem Strategy GTM Plan – investments including better partner API integrations and co-marketing and co-selling programs

SKILLS

Project and Program Management – Planning tasks and timelines, budgeting, resource allocation and optimization, risk assessment and team leadership; Utilizing Workback, PERT, Gantt and Agile

EXPERIENCE

Independent Contractor - Shelton, WA (4/2023 – 2/2025)

- Conducting product evals & research; Providing recommendations; Assisting in family business

Product Lead

Mondo - Booz Allen Hamilton, Washington, D.C. (2/2023 – 4/2023) Management Consulting

- Hired by Office of the CTO for GTM commercialization of AI tech developed for defense
- Conducting GTM planning; Scoping roadmap for OEM partnerships (Boeing and Lockheed Martin)
- Discerning requirements for Space Development Agency LEO Battle Management C3 system.

Sr. Consultant II – Partner Ecosystem GTM Strategy Marketing Manager

Bridge Partners - Microsoft, Bellevue WA (10/2021 – 8/2022) Tech Marketing Consulting

- Hired for strategy and build-out of partner GTM plan for new cybersecurity MDR managed services
- Communicating internal narrative, managing meeting cadence and workstreams across SCI GTM, Incubations, Engineering, Customer Experience, Product Marketing, Business Planning, Business Development, Azure Marketplace, PR, CELA, Alliances and Field and GSI Sales
- Program Managing technology partners BlueVoyant, CRITICALSTART, Mandiant, Open Systems and Red Canary for technical and GTM input; Producing API roadmap for Engineering
- Jump-starting top GSIs Atos, Accenture, Capgemini, Cognizant, EY, HCL, PwC, TCS and Wipro
- Creating Ecosystem Strategy GTM Plan (White Paper) on schedule with team achievement of all goals

AlertSite/SmartBear Software, Coconut Creek, FL (8/2008 – 8/2020) Observability-Monitoring SaaS

Product Lead

- Reporting to Chief Architect for development of LoadNinja
- Learning top desired features; Writing JIRA user stories; Prioritizing Backlog, Running daily stand-up
- Determining use cases and submitting Feature Requests to Product Management

Sr. Systems Engineer - Sr. Support Engineer

- Training and mentoring level 1 engineers
- Managing SLAs; Meeting all SLAs; Providing Voice of Customer leadership
- Monitoring support queue inbound cases; investigating and writing DevOps JIRA tickets
- Receiving escalated Level 1 technical cases; Analyzing and solving technical issues and if necessary, escalating to DevOps
- Troubleshooting network and SaaS system; Working closely with operations and agile developers through to resolution
- Conducting Root Cause Analysis; Documenting and presenting RCA, resolution and preventative measures
- Handling Sales Urgent escalations and upset customers adroitly
- Authoring and posting articles to Knowledge Bank and forums and monitoring forums
- Tracking KPIs and preparing reports for management
- Member of rotating on-call team to provide 24x7 technical support
- Becoming top SME 'trusted advisor' leading to customer success, renewal and increased usage

Product Marketing Manager

- GTM launch, positioning, messaging, and sales enablement for new Load Test SaaS

Sales Engineer

- Discerning requirements, quoting and presenting solutions; Conducting POC trials
- Onboarding-training-renewals; Conducting account reviews