**PRODUCT OWNERSHIP & DELIVERY**

* 26+ years leading technology, web, and product initiatives, breaking down complex business requirements into features and deliverables, including architecting and launching a patented claims automation platform that reduced processing time from hours to seconds and served 10,000+ users.
* Expert in Agile product roadmapping, backlog prioritization, and cross-functional delivery, driving operational improvements and cost savings across SaaS, IT infrastructure, and digital solutions.
* Proven track record designing, implementing, and managing custom Claims Management and web platforms, optimizing user journeys, streamlining processes, and generating measurable ROI.
* Hands-on experience with Jira, Confluence, Wrike, GitHub, Trello, and Microsoft Office for backlog management, requirements documentation, release coordination, and CI/CD pipelines.

**EXPERIENCE**

**Claimatic** San Antonio, TX

*Senior Product Owner | Technical Product Owner | Product Strategy & Delivery Jan 2016 - Aug 2025*

* Led teams of 5–30 resources delivering B2B SaaS applications and integrations using Agile and Scrum practices.
* Collaborated with stakeholders in discovery workshops and user research to translate complex requirements into intuitive workflows that enhanced enterprise user adoption.
* Facilitated story-mapping, prototyping, and backlog refinement sessions with cross-functional teams, breaking down business requirements into prioritized features, epics, and user stories aligned with technical and business goals.
* Optimized product roadmaps using OKRs and KPIs to drive adoption, reduce cycle times, and ensure each release delivered measurable value.
* Established acceptance criteria and led UAT efforts with QA teams to validate user stories against business and regulatory standards.
* Designed and patented a claims automation solution that reduced processing time from hours to seconds, significantly enhancing daily operational efficiency.
* Championed API-first development and microservices architecture to enable scalable integrations and expedite deployment timelines.
* Integrated compliance and security measures into product delivery, achieving SOC 2 readiness while upholding enterprise outcomes.
* Created SQL queries and Power BI dashboards to analyze claims data, identify gaps, and enhance quality control.
* Built and led cross-functional teams to implement governance and risk management strategies, mitigating cyber threats and reducing system downtime.
* Presented product roadmaps and progress updates to executive leadership, translating technical initiatives into clear business value narratives.
* Collaborated with cross-functional teams to optimize web performance by integrating CMS enhancements and analytics tracking, ensuring a consistent and secure digital experience.

**IAS Claim Services** San Antonio, TX

*Director of Product Development & IT Jan 2009 - Jan 2016*

* Led teams of 5–30 resources delivering B2C SaaS applications and integrations for 260+ enterprise clients using Agile practices.
* Collaborated with stakeholders in discovery sessions and user research to translate business requirements into intuitive screen flows that accelerated contractor adoption.
* Facilitated story-mapping, prototyping, and backlog refinement sessions to align epics and user stories with technical and business requirements and their features.
* Optimized product roadmaps with OKRs and KPIs to drive contractor adoption and streamline integration processes.
* Defined acceptance criteria and led UAT efforts with QA teams to validate compliance with business and regulatory needs.
* Managed IT operations across internal/external servers, desktops, and networks for 300+ employees across four offices.
* Designed and launched a custom CMS for over 10,000 insurance contractors, streamlining operations and saving $1.2M annually.
* Built and led cross-functional teams to implement governance and risk management strategies, mitigating cyber threats and enhancing system uptime.
* Established DevOps, QA, and security frameworks to expedite delivery cycles while ensuring stability and regulatory compliance.
* Presented product roadmaps and progress updates to executive leadership, translating technical initiatives into clear ROI narratives.
* Enhanced web operations by integrating CMS solutions and analytics to support scalability and deliver high-quality digital user experiences.

**National Geeks, LLC** San Antonio, TX

*Fractional CTO and Technical Consultant Jan 1999 - Jan 2009*

* Founded and scaled a technology services provider from startup to $500K annual revenue, supporting 90+ businesses across diverse industries.
* Designed and executed IT strategies and infrastructure solutions, achieving 99.99% uptime across managed environments.
* Implemented virtualized infrastructures, reducing hardware costs by 46% and saving clients over $200K annually.
* Consolidated server operations to achieve 50% faster system performance for enterprise clients.
* Built long-term client relationships, achieving 80% repeat business and multi-year contracts.
* Scaled the company to $500K annual revenue within five years through effective technology adoption and strategic planning.

**ADDITIONAL EXPERIENCE**

* Microsoft TMG (Firewall) Consultant, Collabera (2010 to 2011) -- Implemented and configured Microsoft Threat Management Gateway (TMG) for BBVA Compass Bank, securing BYOD initiatives and improving security posture for over 10,000 endpoints.
* Exchange SME/Consultant, Lady of the Lake University (2010 to 2010) -- Managed the migration of 30,000 user accounts to Exchange 2010, achieving seamless cutover with minimal downtime.
* Senior Systems Engineer/Consultant, WellMed Medical (2007 to 2009) -- Led server consolidation and SAN storage integration, improving VMware ESXi environments and reducing physical infrastructure costs by nearly 30%.
* Intel Systems Administrator, IBM Global Business Services (2005 to 2007) -- Managed 200+ enterprise servers, supporting 15,000 users across multiple locations, ensuring 99.99% system availability.
* Senior Systems Administrator, Case Design/Remodeling (1999 to 2004) -- Windows and Exchange migrations across 4 corporate offices and over 250 end users, improving system performance and standardizing environments for easier support.
* Web Developer, Betis Group (1999 to 2001) -- Web development for many small businesses within an SMB, who delivered website design, and later I converted to a Systems administrator at their client, Case Design/Remodeling.

**CERTIFICATIONS**

Lean Six Sigma White Belt

Lean Six Sigma Green Belt

SAFe 6 Product Owner/Product Manager

Scrum Certified Product Owner

Scrum Master Certification

Machine Learning & AI for Leaders

Microsoft Certified Systems Engineer

Microsoft Certified Professional

TCP/IP v4 and v6 Certified

A+ Technician Certification

**SKILLS**

**Core Product Owner Skills:** Backlog Management, User Story Definition, Sprint Planning, Stakeholder Communication, Roadmap Ownership, UAT & QA Collaboration, Agile Metrics (Velocity, Burndown), Acceptance Criteria Development

**Web Operations & Development:** CMS, Web Development, WordPress, Drupal, HTML5, PHP, JAVA

**Product & IT Leadership:** Agile Delivery, Product Strategy, Roadmap & Backlog Management, Scrum & Kanban, Team Leadership

**Data & Analytics:** Data Analytics, Power BI, SQL, A/B Testing, QA

**IT Operations & Security:** Cybersecurity, Risk Management, IT Operations, Security & Compliance, Governance

**CORE COMPETENCIES**

**Product Leadership & Delivery:** Product Ownership and Program Leadership • SaaS Product Strategy • Roadmap, Features & Backlog Management • OKRs & KPIs
 **Agile, QA & DevOps:** Agile/SAFe Delivery • Scrum & Kanban • Story Mapping & Prototyping • Manual & Automated QA Frameworks (including Selenium) • UAT & Acceptance Criteria

**Team & Change Leadership:** Cross-Functional Delivery Optimization • Team Alignment & Mentorship • Change Management • Continuous Improvement

**Architecture & Infrastructure:** Enterprise Technology & Architecture • API & Microservices Development • Cloud & Hybrid Infrastructure (AWS, Rackspace, On-Site) • Business Process Automation
 **Data, AI & Analytics:** Data Analytics and AI Integration • Predictive Analytics & A/B Testing • Business Intelligence & Decision Support • Machine Learning for Leaders
 **User & Customer Experience:** Discovery Workshops • User Research • Customer Journey Mapping • UX Strategy & Prototyping
 **Risk, Security & Compliance:** Governance, Risk & Security • Cybersecurity & SOC 2 Readiness • Nessus Scanning and Vulnerability Management • IT Risk & Compliance
 **Industry Expertise**
Claims Automation & Workflow Optimization • Property & Casualty / Insurance Technology (Guidewire ClaimCenter, PolicyCenter) • Healthcare & Construction Environments • AI & Emerging Technologies (ChatGPT, Microsoft Copilot, Generative AI Tools)

**TECHNICAL PROFICIENCIES**

**Software & Productivity Tools:** Microsoft Word, Excel, PowerPoint, Power BI Desktop, Navicat, MySQL Workbench

**Software & Development Tools:** Postman, Git, Jenkins, Selenium, RESTful APIs (familiarity level)

Cloud & DevOps: AWS, API Management, CI/CD Pipelines

**Security & Compliance:** SOC 2, Nessus, ITIL, Risk Management, Cybersecurity Best Practices

Software Development: Java, PHP, Angular, MySQL, Symfony, Laravel, WordPress

**Business Intelligence & Analytics:** Power BI, Tableau, A/B Testing, Predictive Analytics

**Industry Platforms:** Guidewire ClaimCenter, ContactCenter, PolicyCenter, integration, and workflow optimization (configuration, integration, workflow optimization)

**Project & Product Management:** Jira, Confluence, Wrike, Trello, Microsoft Project, Miro, Figma (requirements gathering, technical requirements, managing projects across development, DEV/QA/UAT, and production environments)

**Target Keywords:** Product Ownership, Product Backlog, Backlog Refinement, User Stories/Epics, Acceptance Criteria, Sprint Planning/Review, Product Roadmap, Stakeholder Management, UAT/Test Coordination, Release Planning, API Integrations, Microservices, CI/CD, DevOps Collaboration, Data Analytics, Cloud (AWS/Azure), Observability/Monitoring, Security/Compliance Awareness, Discovery Workshops, UX Collaboration, KPI/OKR Tracking, Guidewire ClaimCenter/PolicyCenter, Claims Automation