

David Howard

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Experience

Sep 2002 – Present EarthLink, Inc. Atlanta, GA

Director – Voice and Wireless Applications

- Managed team of product managers focused on wireless applications and strategy.
- Responsible for the implementation and deployment of the first Mobile Virtual Network Operator deployment at EarthLink.
- Worked with different business units to formalize and implement a voice strategy incorporating landline, wireless, and internet technologies.
- Managed development groups for EarthLink Wireless. Responsibilities included definition of requirements and managing the acceptance of deliverables from development teams. Software projects managed included connectivity software for the Sierra Aircard 555, web browser for BlackBerry products, next generation application suite for PalmOS, and website enhancements for EarthLink Wireless.
- Responsible for providing EarthLink Wireless specific requirements to various cross functional teams. Objective was to see that EarthLink Wireless requirements were incorporated into company wide projects when appropriate, and to identify new company-wide projects that EarthLink Wireless can leverage.
- As Sr. Manager: Manager of BlackBerry Product line. Responsible for all aspects of the overall lifecycle management for BlackBerry products. Within one year took the BlackBerry product line from breakeven to profitability for the EarthLink Wireless business unit. Accomplished through a variety of means including subscriber acquisitions, supplier renegotiations, launch of add-on services, price increase to customer base to align with rest of industry, and creation of metrics and reporting tools focused on financials and operations. Product line accounts for approximately \$20M in annual revenue.

Oct 2000– Sep 2002 AGEA Corporation Austin, TX

Product Manager

- As product manager, performed research and formulated the roadmap and prioritization of AGEA's core product. Our primary product offering provided a solution that identified business exceptions, alerted interested parties, and allowed those parties to take action. The system combined concepts from both Business Process Management and Business Activity Monitoring. The foundation of the system was a J2EE platform that combined alerting, thin client wireless capability, and smart client technology (small footprint client to server), deployed into a variety of both wireless and landline scenarios. Supported technology included, a J2EE platform, support for wireless standards (SMS, Pushed WAP, WML, cHTML, etc), J2ME and VoiceXML.
- Facilitated the implementation of product plans and product requirements, performing technical program/project management for the engineering team for both product and professional services deliverables.
- Worked with the Marketing team to formulate product positioning, marketing collateral, sales tools (demos and competitive analysis), and white papers.
- Other responsibilities included testing/QA, minor software development (Java, Embedded VB, J2ME), partner training, curriculum development, pre-sales, developer relations and sales training.

Jan 1997– Oct 2000 pcOrder.com / Trilogy Austin, TX

Consulting

- Project Manager/Technical Architect – Designed, managed and developed a major account extranet system for Compaq based on pcOrder’s engine. The system tied customer specific pricing, order configuration validation, and real time order fulfillment using a combination of pcOrder’s web storefront technology, integrations into Compaq data systems, SAP and various Compaq order management systems. The solution was deployed worldwide to more than a dozen countries supporting each country’s localized language and currency. The system powered 00+ storefronts and generated over \$50M in revenue during first 6 months of 2000. The project team I managed varied in size from 5-15 people.
- Pre-sales - Helped identify opportunity within the prospect and mapped against our ability to deliver. By building relationships with members of the prospect account, we were able to formulate an agreed upon roadmap for deployment. This ensured a smooth transition from pre-sale to post-sale implementation.
- Consultant / Developer – Interacted with customers to scope development plans for customer specific customizations. Projects were implemented in C++, Java, and Visual Basic. SQL, CGI, ASP, COM, VBScript, and Javascript, were used in many of the projects.
- Only employee to receive customer appreciation award (CARE) twice. Award rewarded high marks in customer satisfaction, project delivery, and further development of business relationships within our major accounts.

Mar 1996- Jan 1997 Onramp Access Austin, TX

Lead Web Systems Programmer

- Designed, implemented and deployed content management tools for corporate websites including the Texas Monthly Magazine web site. Implemented a spin-off search engine site called Links Across Texas that focused on Texas centric content. Programming included database development for web sites through CGI, Perl, C/C++, and Java.

Education

1991-1996 University of Texas Austin, TX

- B.S., Computer Science.
- Continuing Education
- Credits toward PMI certification

Other

Professional references available upon request. Portfolio of freelance projects available upon request.