

David Black

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Summary

I am a high-energy team leader and problem solver with a technical background in computer science blended with 10 years of project management experience in enterprise software, wireless mobility, health, and wellness. I believe strongly that the most successful individuals are those who can effectively draw from both business and technical skills while continually adapting to new challenges. I am keen to apply my strong internal desire to learn, diverse knowledge, sharp skills, and passionate work ethic to a new challenge.

Experience

Software Program Manager, Sprout Wellness Solutions Inc.

November 2015 – Present

I lead Sprout's software management processes and the operations of its Product Team, comprised of design, development, and quality assurance. This includes active development against the product roadmap for the Sprout web platform, Sprout at Work mobile app, and Sprout Partners platform in addition to maintenance activities and professional services.

As a Program Manager in an organization adhering to the Scrum-Agile methodology, my role includes the responsibilities of the Scrum Master and elements of the Product Owner.

- I guide the Product Team through the Scrum-Agile methodology including running the daily stand-up, planning and retrospective meetings, demos, and ensuring there is clarity on all tasks at hand so the team can deliver effectively against the product roadmap and delight customers.
- I develop detailed project plans and manage ongoing project activities for new product development, partner integrations, professional services, and customer implementations.
- I meet regularly with partners and customers to review and discuss project status
- I report on Sprout's overall software program, keeping the company leadership up-to-date on project status, risks, contingencies, and issues.
- I collaborate with Sales and Client Success teams as a main point of contact into Sprout's Product Team.

I planned and led the successful execution of the following projects:

- Sprout Partners - Administration and Insights Platform

Project Manager, BlackBerry Limited

June 2008 – November 2015

In this role I was responsible for the project management and execution of pre-release (beta) programs of BlackBerry enterprise software and apps for iOS, Android, Windows and BlackBerry 10. I collected product feedback from corporate clients of all sizes, all over the world, and channeled that information back into product development teams prior to commercial product release.

- I prepared project plans with detailed project schedules, reporting objectives, scope of features for testing, entrance and exit criteria, risks and technical support processes
- I constantly interfaced with IT managers and system administrators from Fortune 500 companies, partners, and mobile carriers to guide their evaluation, testing, and certification of pre-release software and services as they made key technology configuration, upgrade and purchasing decisions
- I drove improvements in various BlackBerry products and services by assessing customer feedback and influencing product managers and development teams to take action
- I analyzed and reported on customer data and feedback to key decision makers and executives for the purpose of determining product quality in advance of general market availability, which often involved designing surveys and leveraging SATMETRIX methodology, to quantify customer issues and perceptions
- I advised on the design and development of BlackBerry® Beta Zone, which launched in March 2010 and boasts over 400,000 members: <http://www.blackberry.com/businessbeta>

I planned and led the successful execution of the following programs:

- Pre-release programs for BlackBerry® Enterprise Service 12, 12.1, 12.2 and 12.3
- Beta and technical preview programs for BlackBerry® Enterprise Service 10 and BlackBerry® 10
- Beta programs for BlackBerry® Enterprise Server 5.0 for Microsoft® Exchange, IBM® Lotus® Domino®, and Novell® GroupWise® and all subsequent service packs
- Beta programs for BlackBerry® Mobile Fusion, BlackBerry® Business Cloud Services for Microsoft® Office 365, Enterprise IM for BlackBerry® 10, and BlackBerry Client for Microsoft® SharePoint®

Owner and Software Developer, Blackprint Software

February 2009 - Present

This is a software development side-business I operate independently in my spare time.

- Software development to-date has been for BlackBerry® PlayBook™ and BlackBerry® 10 platforms
- Experienced with the Adobe AIR SDK and ActionScript language
- Experienced with integrating mobile apps with 3rd web services such as Facebook, Flickr, and Dropbox
- Experienced with modern web technologies such as HTML5, CSS3, JavaScript, OAUTH, JSON, and jQuery

Current applications available in BlackBerry World:

- Stuff file manager for BlackBerry PlayBook is a leading file manager with built-in Dropbox connectivity, has an average rating of 4½ out of 5 stars, and has been featured on BerryReview and NerdBerry
- Photo Frame Pro for BlackBerry PlayBook incorporates on-device, Flickr, and Facebook photos in an attractive automated photo frame
- Several UI themes for BlackBerry OS 6 and earlier devices

Beta Project Coordinator, Research In Motion Limited

January 2006 – August 2007

I was employed as a full-time intern while pursuing my undergraduate degree:

- Worked with a team managing successful beta programs for BlackBerry® Enterprise Server 4.1.0 and 4.1.2, BlackBerry® Pearl™ and BlackBerry® Connect™ for Windows Mobile 4.1
- Built several in-house tools using web technologies for my direct team to leverage in their day-to-day project management roles

Computer and Systems Services Support Consultant, Univ. of Victoria

May 2005 – December 2005

While pursuing my undergraduate degree I provided technical support to university students, staff, and faculty for various university systems and software:

- Worked directly with clients one-on-one, via phone and over email
- Primary consultant for all Mac-specific software and hardware issues
- Serviced various models of Windows and Mac computers for hardware and software issues
- Removed viruses, spyware and performed regular computer maintenance tasks
- Repaired and upgraded computer hardware such as hard disks, memory, PCI cards, etc.

Education **B. Sc., Computer Science & Business, University of Victoria**

September 2003 – May 2008

Majored in Computer Science in the engineering co-op program. Minored in Business.

- Graduated with distinction

Certifications **Certified Associate in Project Management (CAPM), McMaster University**
Project Management Fundamentals, University of Toronto

December 2008

July 2015

Skills

Business

- Project Management
- Agile Software Methodologies
- Customer Relationship Management
- Software Quality Assurance
- Survey Design & SATMETRIX
- Product Feedback Analysis and Reporting
- Technical Writing

Enterprise Software

- Mobile Device Management
- BlackBerry Enterprise Service 12
- BlackBerry Enterprise Service 10
- BlackBerry Enterprise Server 5
- iOS, Android, Windows, BlackBerry
- Apple Mac OS X
- VMWare

Business Applications

- Microsoft Office
- Microsoft Project
- Microsoft Sharepoint
- Google G Suite
- Pivotal Tracker
- Atlassian JIRA
- Cisco WebEx
- Adobe Photoshop
- OpenText Livelink
- WatchDox

Technical

- HTML5
- CSS3
- JavaScript
- Bootstrap 3
- ActionScript
- PHP
- Java
- AngularJS
- Node.js
- REST APIs
- MEAN Stack

Interests Baseball, running, fitness, ultimate Frisbee, technology