Carl Miner

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SOFTWARE DEVELOPMENT PROFESSIONAL
Project Manager / Business Analyst / Product Manager
Combining technical and business acumen to build teams, customers, and partner relationships

- Project manager (8+ years)
- Business Analyst (4+ years)
- Support team builder and lead
- Training manager (7+ yrs)
- Kanban team master (2 years)

- Scrum master (CSM)
- Programmer (10+ years)
- Technical writer
- UI designer & tester, focus groups

Current:
➢ I lead the kanban team daily stand-ups and weekly team planning.
➢ I am business analyst to review/prepare all team tasks, working with four client services teams across the U.S. to prepare and prioritize the team backlog in the absence of a product manager.
➢ Collect and document reusable technical solutions into the R&D wiki that I created four years ago, now used by all dev teams.
➢ I write the user stories for dev teams for long-term solutions to our kanban team.

PROFESSIONAL EXPERIENCE

Project Manager, Business Analyst, Kanban Master
Verisk Health (MediConnect Global) • South Jordan, UT 2010 – present
Software solutions and services for healthcare. Our MediConnect division has a repository of millions of electronic medical records, and the call center and systems to collect, organize, and disseminate them to those that request them.

- (See "Current" above.)
- Assist in writing needed SQL to streamline team work.
- I set up and led four kanban teams (ops support, finance, reporting, prod support). Currently use a combination of sprints and pure kanban.

Director
The Training Cycle • South Jordan, UT • 2009 - 2010
Consulting services in software processes, specializing in design, support, and fulfillment

- **Agile Methodologies.** Initiated *ApexEDI*'s implementation of Agile.
- **Business Leadership.** Wrote business plan for *NextFit*'s specialized support team.
- **User Conference.** Supported *Agile Roots Conference.*
- **Webmaster.** Maintain web sites.

Director, Help Desk / Development Manager / Product Manager
aVinci Media • Draper, UT • 2006 – 2010
Technologies to incorporate digital images of life experiences into engaging, emotional movies.

Recruited into this startup with progressively focused responsibilities as we grew from 16 to 70 employees. Responded quickly to adjusted focus for our expanding and highly demanding partners (Walgreens, Walmart, Fuji, Costo, HP, Carnival, BestBuy, ESPN and others).

- **Project Management.** Helped design. Guided teams in negotiating products and services.

- **Development Management.** Led storyboard and programming teams.
- **Technical Support Leadership.** Tasked by CTO and COO to create support team.
- **Support Systems & Product Fulfillment.** Created FAQs and knowledge bases. Sales increased $1 to $5 million in two years, but kept team same size.
- **Training, Writing, Instructional Design.** Created webinars, training, and help.
- **Sales / Marketing.** Wrote some and edited all marketing and sales materials.
- **Customer Involvement.** Initiated customer data collection for CTO and VP of Bus. Dev.

Director
Samson Cables • South Jordan, UT • 2006 – 2008
$4-million-dollar international Web merchant selling high-end HP calculators, peripherals and solutions to distributors, professional industries, and students

Obtained and managed this Internet business when its previous owner wished to focus elsewhere. Ran the business from our home with half a dozen employees.

- **Business Development.** Negotiated relationships with HP and dealers in Spain, South America, and Italy, and with specialty manufacturers and publishers.
- **Web Development.** Created/maintained products on web site, eBay, and Amazon.

Program Manager / Consultant-Trainer / Client Services / Programmer
Allen Communication Learning Services • Salt Lake, UT • 1988 – 2005
High-end software and services for designing and authoring computer-based training.

Hired as one of initial employees. Company grew to be one of the best known in its industry. Moved through progressively more demanding and focused positions.

- **Client Services.** Directed training, documentation and support departments.
- **Bus Development, Project Management.** Directed VARs' customization, training, sales.
- **Agile Management.** Managed team of programmers from Israel, Turkey, NY and Utah.
- **International Distribution.** Direct international distributor training, support, localization.
- **Quality Assurance.** Used programming, training, and customer background to direct QA.
- **Programming & Design.** Hired as a programmer. Moved to design and other positions.
- **Consultant/Trainer.** Custom training and programming services for our government, military and Fortune 500 clients.
- **Live Web Trainer.** Developed curriculum and taught worldwide programming classes.
- **Conference Presenter.** Participated on panels, presented our software gave classes.
- **Trade Show Support.** Supported sales/marketing in trade show booths (English/French). Created demos/materials.
- **Sales Engineering.** Provided on-site sales support.
- **Competitive Analysis.** Provided critical reports on the competition.
- **Instructional Design.** Taught classes in instructional design using our design software.

TECHNOLOGY QUALIFICATIONS

Software: C, all Windows OS, Access, Excel. Various software team tools such as TFS, wiki (ScrewTurn), ProjectLibre. Multimedia authoring, PhotoShop, Gimp, Audacity, Pinnacle Studio, Captivate. HTML, and many more lesser-known or proprietary software programs. Experience with SQL and some experience with XML, PHP, CSS, Flash, ActionScript.
Hardware: PC hardware, printers, networking.

EDUCATION
BS – Business Operation Systems Analysis
Minors: **Computer Science, French, Music** – *Brigham Young University*
Associates – Accounting *Brigham Young University*