

# Scott Galvin

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Castle Rock, CO 80104

scott@scottgalvin.com

(303) 944-9964

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## **SUMMARY**

Product manager skilled in combining requirements and resources into successful software projects. Proficient in DevOps and Scaled Agile Framework (SAFe) with an emphasis on SaaS and mobile applications. Experienced in User Story creation and passionate about User Experience (UX) and the Customer Journey.

- Ensured highly available (HA) payments for 8 of the top 10 US shipping ports at Advent
- Architected, patented, and managed development of ROCi outage prevention tool used on 5 continents while at CenturyLink
- Developed and launched Raspberry, a person-to-person (P2P) payment app pre-dating the launch of Zelle, as part of startup accelerator Tech Wildcatters in Dallas, TX

## **PERSONAL PROJECTS**

- Quantified retail foot traffic using Wi-Fi to observe MAC addresses with OpenWRT
- Completed YCombinator Startup School to learn more about launching products, go to market, fundraising, and scaling

## **PROFESSIONAL EXPERIENCE**

### **S&P Global, Product Manager – Contract**

**4/2023 – 10/2023**

- Coordinated development and launched 6 financial service mobile apps for Standard & Poor's
- Collaborated with designers and developers to bring a best-of-breed UX to market
- Provided thought leadership on app and web service development, architecture, marketing, product positioning, internationalization, and pricing for the B2B offering
- Worked to define, document, and deliver a RESTful API as a product
- Proficient with Jira, Confluence, Wireframes, Figma, Swagger, Storybook, Postman, and Apigee
- Prioritized Agile stories and sequenced epics to best apply limited time and budget
- Wrote hundreds of user stories, turning business needs into software requirements

### **Advent Intermodal Solutions, Fintech Product Engineering Manager**

**7/2021 – 12/2022**

- Optimized payment flow to increase connections to multiple processors from one to 3, which provided failsafe redundancies to ensure payment continuity for 8 of the top 10 shipping ports
- Scaled payment volume by 2X, to over \$1B/Yr; worked with CyberSource, Adyen, Paysafe
- Revised procedures to limit future outages by removing single points of failure for mission critical systems
- Managed a team of 11 software engineers globally building a transaction-based SaaS
- Worked with vendors to maintain hybrid on-premises and cloud presence with Azure
- Negotiated costs with a 11% price reduction with Stripe; worked to tokenize card data
- Planned software to facilitate payments in Panama, which lacks a central bank
- Researched payment standards, regulations (PCI), and treasury operations in multiple countries
- Evaluated emerging technologies and alternative currencies and made recommendations

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- Advised management and provided recommendations on potential acquisitions, revenue streams, and cost savings
- Identified new software, hardware, and service vendors and negotiated contracts
- Met with Port customers in Long Beach, CA to better understand their needs
- Gained experience with Azure DevOps, cloud services, Azure Service Bus, Cosmos, Power BI
- Participated in interviews and remote team-building events
- Mentored junior and senior developers, encouraged fun and collaboration
- Prepared plans, projections, budgets, and Agile user stories
- Oversaw integration with Trintech Adra for accounting and reconciliation automation

## **Charter Communications, Product Manager II - Contractor** **4/2021 – 7/2021**

- Improved the Spectrum Enterprise portal digital customer experience
- Migrated 2,300 customers to FortiPortal, a hosted FortiNet management site
- Evaluated AWS vs internal hosting for cost savings and decreased time to market
- Created firewall rules to improve the security of sites for enterprise customers
- Involved in Managed Security, Managed Network Edge, Managed Wi-Fi, Fiber, SD-WAN, Wavelength, Voice, Video, Billing, STIR/SHAKEN, SSO, REST API, Billing, Payments

## **DISH Network, Product Manager** **1/2021 – 4/2021**

- Developed streaming video services for hospitality/airport/gov/commercial use
- Helped design TV remote with reduced surface area to prevent Covid-19 transmission
- Guided feature enhancements, budgets, resources, and timelines
- Managed a team in India and Colorado; worked with partners, integrators, developers
- Determined pricing for a new remote monitoring service
- Researched and implemented a streaming content server for use on airlines
- Motivated developers and stakeholders to rapidly launch new services
- Negotiated and developed contracts with vendors (Dell) and partners (ATX, Roku)
- Conducted performance reviews and provided mentoring to staff members

## **Lumen / CenturyLink / Level(3), Senior Manager, Software Engineering** **2/2016 – 1/2021**

- Managed a team of 16 in multiple countries; developers, project managers, engineers, analysts
- Directed DNS migration and consolidation for 73,000 domain names
- Integrated acquired assets from Level 3, TW Telecom, Global Crossing, CenturyTel, Savvis, Qwest
- Co-authored patent 20190132362 controlling commands sent to switches and routers
- Identified and researched Twilio as an acquisition target in 2016
- Worked to enable customers to execute circuit tests via customer-facing portal
- Oversaw continuous TDD and integration of software automation & diagnostics tools for a provider of transport, IP, voice, video, and content to enterprise customers in 62 countries
- Guided development of Technical Data Gathering for service orders using Itential Automation
- Used GIS and mapping data to present optical wave services to determine route diversity
- Developed REST API calls and Swagger documentation, provided UI/UX guidance; Apigee
- Wrote project plans, budgets, and developed user stories in Jira practicing SAFE
- Wrote and managed ServiceNow tickets
- Improved DNS resolver performance at 18 global locations

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- Held stand up meetings with owners, developers, and engineers to move projects forward
- Gained an understanding of networking concepts and carrier market economics; MVNO, GPON
- Gathered project requirements, held regular meetings with stakeholders
- Worked with vendors of contractors, software, hardware, and services
- Mentored developers and teammates, provided professional growth guidance
- Reduced outages with predictive data analytics using Elasticsearch, Logstash, and Kibana
- Accelerated content through the use of a CDN
- Interviewed and hired staff members
- Demonstrated ownership of software projects, researched Kubernetes, Vue, and Kotlin
- Used Splunk to capture, index, and analyze usage data
- Worked with CA Agile Central, Rally, Jira, Incognito, Docker, AWS, Visio, HTML, CSS, JavaScript, Laravel, MySQL Workbench, Oracle, IQ Navigator, Word, Excel, Project, PowerPoint
- Familiar with DMARC, DKIM, SPF, SMTP, IMAP, POP, DNS, LTE-M, 5G, Wi-Fi, IoT

## Raspberry, Founder

**2/2014 – 2/2016**

- Built financial services P2P A2A ACH payment app startup and managed a team of 4 developers
- Completed Tech Wildcatters accelerator in Dallas, TX
- Oversaw development of website, iOS app, Android app, and API
- Negotiated rates with merchant service providers and vendors
- Designed self-service app for the payment of others using a variety of methods
- Created presentations; pitch deck, convertible note, balance sheet, investor packet
- Presented to investors and raised venture capital
- Developed AML, KYC, and OFAC best practices, fraud detection measures; used TransUnion TLO
- Presented at Tech Wildcatters pitch day, New Tech, 1 Million Cups, ETA Transact, 7News
- Partnered with Amazon, Dell, Facebook, IBM, Microsoft, Mozilla, Rackspace; reduced costs
- Promoted the service via email, social media, SEO, and partnerships
- Technology used: Amazon AWS, CSS, Apache Cordova, OCR, DNS, Excel, PowerPoint, Visual Studio, node.js, HTML, JSON, JavaScript, MySQL, Trello, Word, iTunes Connect, multiple APIs; Stripe, Plaid, FullContact, GCP, AWS, Azure, IBM Cloud. <http://j.mp/2015pitchday>

## X13, Manager

**7/2008 – 2/2014**

- Developed software for scheduling, customer support, and bill payment
- Gathered project requirements, wrote User Stories, specifications, and reports
- Integrated with Joomla, Magento, Stripe, PayPal, SkipJack, Global Payments, Monetra, Adyen
- Scrum Master for Royal Caribbean
  - Stood up and managed JIRA Software boards; Led daily Scrum, used Confluence
  - Prioritized workloads and projects for a staff of four, performed Process Mapping
  - Used iterative, Agile development methodologies, managed sprints and backlog
  - Created use cases, developed sprint planning, drew UI/UX wireframes
- Performed analysis of online customer service operations for Charles Schwab
- HR automation for Fastaff; Built tool to deliver 10k+ text messages (SMS & MMS) weekly

## NIC, Colorado.gov Project Manager

**6/2007 – 6/2008**

- Oversaw development of 40 .gov e-commerce sites with a team of six developers in Poland
- Transformed State clients' needs into requirements, timelines, budgets and contracts

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## **PATENT**

2019 SECURE NETWORK DEVICE MANAGEMENT IN A TELECOMMUNICATIONS NETWORK

Level 3 Communications, LLC (Broomfield, CO, US) 20190132362

<https://patents.google.com/patent/US20190132362A1/>

## **TECHNICAL EXPERTISE**

- Payments: Stripe, Authorize.net, Fortis, Adyen, Paysafe, TSYS, Global Payments, EMS, VGS, TokenX, Spreedly, orchestration, surcharging, tokenization, vaulting, account updater, recurring, chargebacks, fraud, PCI-DSS SAQ, ACH, PayFac, QIR, ISO, NACHA, POS, RTP, AP, PSP, Apple Pay, Google Wallet
- APIs: Twilio, TensorFlow, Postman, Curl, JSON
- Cloud: AWS, Azure, GCP, Oracle, Akamai, Digital Ocean
- Databases: MySQL, MariaDB, PostgreSQL, SAP Crystal Reports, Access, FileMaker
- Languages: HTML, CSS, XML, JSON, PHP, Python, C++, Java, SQL, Turbo Pascal, QBasic
- Operating Systems: Windows, MacOS, Debian, Ubuntu, Linux, Solaris, BSD, UNIX, iOS, Android
- Software: Jira, Confluence, Word, Excel, Outlook, SharePoint, Project, Visio, Power BI, Figma, Apache, BIND, UNRAID, Nginx, OPNsense, Pi-hole, Proxmox, Frigate, OpenShift, Ansible

## **EDUCATION**

Business Management, Metropolitan State University of Denver, Denver, Colorado

Computer Information Systems, Colorado State University, Fort Collins, Colorado

## **VOLUNTEER WORK**

- *Douglas County Huskies Boys Basketball*, Assistant Coach, 2023 - Present
- *Flagstone Elementary School*, PTO volunteer, 2022 - Present