Jeremy Boatman

PERSONAL DETAILS

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PROFESSIONAL SUMMARY

Creative and versatile Senior Product Manager with 10 + years of experience directing, managing, designing, and developing successful Enterprise web applications. Comfortable writing code and building prototypes. Organically built a profitable online product from the ground up that was acquired by Upland Software (UPLD). Earned major company wide awards at Upland Software - the "Forward Thinker" award for successfully re-designing the navigation of all products at Upland Software and most recently, the "Entrepreneur of the Year" award for outstanding leadership. Thrive in a highly creative and challenging culture working with extremely talented people who place ideas over egos.

EXPERIENCE

Director of Technology   Jan 2015 - Present
EPM Live - Upland Software   San Diego, CA

Responsible for vision, roadmap, culture, strategy, and processes. Implemented several successful major process improvement initiatives, resulting in over 75% reduction in customer bugs (over 1 year). Identified, designed, and executed a platform re-architecture to increase customer satisfaction and financial performance. Determine customer requirements through customer research and insights. Strategically manage backlog and customer expectations by working with Customer Success and Support teams to ensure timely resolution of customer initiated bugs. Delivered updates and major releases on or before release date for three consecutive years with a 60% reduction in bug introduction rate.

UX Director   Jan 2014 - Dec 2014
Upland Software   San Diego, CA

Navigation Re-design
Successfully designed, user tested, prototyped, and implemented a common navigation scheme and style across 4 product lines. Developed functional prototypes and style guides from information gathered through user surveys and interviews. New UI and navigation still serves thousands of online users after 2 years in production.
Product Logo Re-design
Initiated the re-design of all product logos by clearly demonstrating a need for a coherent brand identity within all 4 product lines. Analyzed product logo options and created several mockups. Ultimately implemented a product logo design that clearly reflects the Upland brand identity, while preserving existing individual product brands. All new product logos are currently being used and have greatly impacted market perception.

Jeremy Boatman

Partner	Jan 2007 - Dec 2012
EPM Live	San Diego, CA

Product Management
Responsible for overall product. Partner in building and managing the product from zero lines of code to a profitable state where the product was acquired by Upland Software.

Technology & Culture
Procured and championed over 10 major systems in an effort to improve technology and culture.
The following systems were designed and implemented by me: support, user feedback, employee recognition, bug tracking, testing, surveying, email campaign, product twitter account, wire-framing, prototyping, and billing.

UX Design
Wire-framed and/or prototyped product features for delivery to developers. Acted as only creative on staff for jobs across various teams.

Senior Consultant / Account Manager	Oct 2002 - Dec 2006
LMR Solutions	San Diego, CA

Responsible for servicing key Enterprise Accounts and driving new business. Successfully designed and deployed various Microsoft Enterprise Products resulting in several hundred thousand in service dollars.

Developer	Oct 2001 - May 2002
Technology Services Group (TSG)	Chicago, IL

ASP & JavaScript developer for several pharmaceutical customers.

SKILLS & ATTRIBUTES

Languages / Scripting	HTML, CSS, JavaScript, JQuery, XML, C#
Tools & Applications	Adobe CC, Bootstrap, Office, Mock Flow, Balsamiq, JIRA, JSFiddle, Microsoft Project, JIRA, SFDC, Azure, Office 365, AWS, Asana
Methodologies / Practices	Agile, user-centered design, high / low fidelity prototyping, Lean UX
SQL Server	complex queries, stored procedures, scripting, data-manipulation / translation
Adobe Photoshop	web & image manipulation
Adobe InDesign	digital publishing

EDUCATION & AWARDS

Bachelor of Science - Information Systems	2001
Purdue University	West Lafayette, IN

"Entrepreneur of the Year" Award	2014
Upland Software - only recipient out of 300 + employees	
"Forward Thinker" Award	2013
Upland Software - only recipient out of 300 + employees	