

DAVID C. LUKE JR.

Account Manager/Product Manager/Designer/Developer



📞 970-376-5550

✉️ dcl@davidclukejr.com

🌐 <http://www.DavidCLukeJr.com>

📍 Greater Boston Area

SUMMARY

Adventurous and adaptable technology leader and product developer with full life cycle experience seeks to contribute leadership, concept design, wireframing, UX/UI, development, testing, and management to deliver reliable products in a startup or SME environment.

EXPERIENCE

Client Engagement Manager

ATOM

📅 Ongoing 📍 Portsmouth, NH

- Develops deep meaningful connections with our clients, partners, and teammates as project leader, partner, confidant, concierge and contributor.
 - Manages a wide variety of engagements from concept and schedule ranging in domains as varied as branding, marketing, and creative design to compliance, security and software engineering.
 - Partners with Head of Client Success to bring the right mixture of our talents together to foresee and mitigate risk and proactively manage resource constraints.
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CTO/Founder

TravelZork

📅 12/2014 - Ongoing 📍 New Hampshire, Amsterdam, London

- Responsible for overseeing all technical aspects of the company
 - Establishes the company's technical vision and leads all aspects of the company's technological development
 - Directs the company's strategic direction, development, and future growth
 - Provides leadership that supports the company's culture, mission and values
 - Manages and directs all branding and Identity for the company
 - Oversees and implements all Product Design and Development
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Business Pro

Apple

📅 06/2017 - 02/2018 📍 Salem, NH

- SME Account Management
 - Develop and grow accounts with high potential
 - Plan and forecast business through pipeline management
 - Mastery of CRM to build and maintain accurate customer and account information
 - Lead customer engagement, deepen relationships, drive sales
 - Strong Apple and third-party consulting
 - Development of effective strategic & tactical account plans
 - Showcase technology demonstrating to customers how technology can transform their business
 - Subject Matter Expert on business customer needs
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EXPERIENCE

Expert/Specialist/User Acceptance Tester

Apple

📅 11/2012 - 06/2017 📍 Salem, NH

- Consistently delivers great customer experiences
 - Works closely with Apple Business to develop and maintain relationships
 - A leader in sales, product knowledge, and solutions
 - A mentor in team growth
 - The first to learn, share, and inspire team members through approachability and action
 - Highly influential in customer engagement
 - Demonstrated proficiency in technology, particularly Apple products, and the ability to quickly learn about new products
 - Proven experience in sales and technology solutions, as well as in developing customer loyalty
 - Create the energy and excitement around Apple products, providing the right solutions and getting products into customers' hands.
 - Detailed understanding that the Apple Store is dedicated to delivering a customer experience that's unlike any other by discovering customers' needs.
 - Assisted and led international team members in producing high-quality test results, bug reports, and enhancement requests
 - Conducted user acceptance testing assigning pass or fail status
 - Ensured that developed systems satisfied the needs of the business as specified in the business requirements
 - Captured and tested all requirements to business specifications
 - Provided detailed results in the form of notes, screen captures, regression testing, and videos
 - Met all project timelines and deadlines by utilizing strong time management, peer relationships, and multi tasking skills
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Product Manager/Developer/Founder

Powder Cloud Corporation

📅 02/2003 - Ongoing 📍 Salem, NH

- Full Lifecycle brand, product, and service development from concept to deployment in desktop, web, and mobile environments
 - Hosting infrastructure design, domain/DNS & email server management, SaaS development
 - Founded in 2003 with the mission to offer reliable full service design, development, and hosting solutions
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Mobile Services Architecture Manager

Tata Consultancy Services (CNBC/Eli Lilly)

📅 08/2011 - 01/2012 📍 Englewood Cliffs, NJ

- Technical project management and technical lead roles on web and native mobile development
 - Management and coordination of large off shore team for UX/UI and development activities
 - Collaboration with multiple business units and vendors in the area of UX/UI and backend development to deliver the highest quality deliverables
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Senior Consultant/Web Developer/UX-UI Developer

Unitil Service Corp, Tek Systems, Pulte Homes, Motive

📅 05/1999 - 09/2005 📍 Denver, CO

- ☐ Project management, process review and development, architecture review and development
 - Effectively communicated with stakeholders to gather and define detailed requirements
 - Deployed the Motive enterprise support solution to large domestic and international customers
 - UX/UI development, requirements gathering, architecture and design, usability testing, training
 - ☐ UX/UI design and development in an iterative and rapid prototyping environment
 - Conducted various data analysis and research projects specific to the gas and electric sector
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EXPERIENCE

Software Engineer/GIS Analyst/Founder

GeoSolv Corporation

📅 02/1995 - 01/1999 📍 Baltimore MD, Dallas/Fort Worth, TX

- Product conceptualization in the areas of crime analysis, territory optimization, and point-to-point routing
 - Rapid UX/UI design and implementation of desktop and internet based business geographic products
 - Founded in 1995 with the mission of offering high quality business geographic solutions
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Software Engineer/GIS Analyst

United Parcel Service/UPS Supply Chain Solutions

📅 09/1992 - 09/1995 📍 Baltimore, MD

- Developed a time-in-transit application for various business functions and the public that is still in use today
 - Full lifecycle rapid development practices employed to design, develop, test, and deploy GIS products
 - Led multiple PC-based development efforts utilizing MapInfo Professional, MapBasic, and data sources
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EDUCATION

Product & Design

StartUp Institute

📅 06/2014 - 08/2014 📍 Boston, MA

- Product & Design from the perspectives of a UI or UX designer, frontend developer, and product manager
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BS Computer Science & Environmental Economics

Rutgers, The State University of New Jersey-New Brunswick

📅 08/1988 - 05/1992 📍 New Brunswick, NJ

- Studied Computer Science and Environmental/Business Economics
 - Worked for the the University part time as a database developer
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