

DAVID C. LUKE JR.

Project/Product Manager

📞 970-376-5550

✉ dcl@davidclukejr.com

🌐 <http://www.DavidCLukeJr.com>

📍 New Hampshire



SUMMARY

An adventurous and adaptable technology leader and project/product manager 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

Digital Communications Manager

YWCA New Hampshire

📅 09/2019 - Ongoing 📍 Location

Company Description

- Manage content for Digital Services and giving platforms: electronic donation development and management
- Manage e-mail communications: e-newsletters, event invites with the designated social media consultant and other program staff as applicable
- Manage website: maintain/update site along with the support of new development
- Manage multimedia content: as needed in conjunction with program staff and hired consultants, write and design website copy, talking points, press releases, articles, reports, presentations, social media posts, fact sheets, one-pagers

CTO/Founder

TravelZork

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

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

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.

Senior Project Manager

Trellis

📅 07/2018 - 08/2019 📍 Greater Boston Area

- Collaborates with a diverse group to manage, design, implement and maintain a variety of websites and web applications.
- Focuses on WordPress, Shopify, Magento, SEO, Digital Strategy, and maintaining the highest standards in customer experience.
- Works with team and client to understand and solve problems directly.
- Manages full build and maintenance projects from planning, requirements gathering, timeline, budget, and issue resolution.

EXPERIENCE

Client Engagement Manager

ATOM

📅 02/2018 - 07/2018 📍 Portsmouth, NH

- Developed deep meaningful connections with our clients, partners, and teammates as project leader, partner, and contributor.
 - Managed projects ranging in domains as varied as branding, marketing, and design to compliance, security and software.
 - Partnered with Head of Client Success to bring the right mixture of our talents together to foresee and mitigate risk and proactively manage resource constraints.
-

Business Pro

Apple

📅 06/2017 - 02/2018 📍 Salem, NH

- SME Account Management, developed and grew accounts with high potential.
 - Mastery of CRM to maintain accurate customer and account information, forecasted business through pipeline management.
 - Led customer engagement, deepened relationships, drove sales.
 - Strong Apple and third-party consulting, development of effective strategic & tactical account plans.
 - Showcased technology demonstrating to customers how technology can transform their business.
-

Expert/Specialist/User Acceptance Tester

Apple

📅 11/2012 - 06/2017 📍 Salem, NH

- Consistently delivered great customer experiences, worked closely with Apple Business to develop and maintain relationships.
 - A leader in sales, product knowledge, and solutions as well as a mentor in team growth.
 - Assisted and led international team members in producing high-quality test results, bug reports, and enhancement requests
 - 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.
-

Mobile Services Architecture Manager

Tata Consultancy Services (CNBC/Eli Lilly)

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

- Technical project management and technical lead on web and native mobile development.
 - Management and coordination of large off shore teams for UX/UI and development activities.
-

Senior Consultant/Web Developer/UX-UI Developer

Unitil Service Corp, Tek Systems, Pulte Homes, Motive

📅 05/1999 - 09/2010 📍 Denver, CO

- Project management, process review and development, architecture review and development, and product deployment.
 - Effectively communicated with stakeholders to gather and define detailed requirements.
 - UX/UI development, requirements gathering, architecture and design, usability testing, training.
-

Software Engineer/GIS Analyst/Founder

United Parcel Service/UPS Supply Chain, GeoSolv Corporation

📅 09/1992 - 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.
- 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.

EDUCATION

BS Computer Science & Environmental Economics

Rutgers, The State University of New Jersey-New Brunswick
1992 - New Brunswick, NJ

Product & Design

StartUp Institute
2014 - Boston, MA