KEITH PORTER

1018 N Leithgow St • Philadelphia, PA 19123

bobob2009@gmail.com • (313) 410-9044 • linkedin.com/in/keith-porter-9668b41b

EXPERIENCE 2019-Present	**SKYSPECS (WINDFARM MAINTENANCE PLATFORM)**	**Remote, PA**

VP of Engineering

- Led new SAAS product from $0 -> $M ARR & $MM AR, 0 customer churn
- Promoted from Manager of 5+ --> Director of 15+ --> VP of 25+
- Recruited >25 engineers with an median of 10 years of experience
- Built diverse team community with 93% happy at work, median 3yr tenure
- Established product management workflows, created templates for project definition, estimated profit for projects, and set clear project success metrics
- Guided technical strategy appropriate for our product: investing in observability, TypeScript > JavaScript, Postgres > NoSQL, CI/CD, decoupling analytics, etc.
- Smoothly changed product release workflow to support long periods of user acceptance testing, earning rave reviews by customers
- Partnered closely with industry experts and power users, embedding them in product development workflows to deliver highly targeted solutions
- Defined both annual & sprint roadmaps, delivering 50 projects and >1,500 tickets per year
- Personally authored requirements for >75 projects and >750 tickets
- Maintained API with 99.95%+ success rate across >200k queries/day
- Maintained 99.9%+ platform availability, 0 data loss incidents for >75M hi-res pictures, >500M rows of data, and a petabyte of total data storage
- Rolled out event messaging with Kafka, growing to nearly 10TB events consumed monthly
- Migrated from ~5 monolith services to >20 templated microservices
- Took responsibility for product support, reducing average open tickets by 90%
- Built effective & compliant Agile workflows, passing company's first ISO 27001 audit
- Championed knowledge management across business, recognized by Notion as one of their top 1,500 influential users globally
- 8th/300 most prolific Slack author, averaging 65 messages per day across 5 years

2018-2019	**SMARTAISLE (CONVERSATIONAL RETAIL TECH)**	**Southfield, MI**

Senior Product Manager

- Led multinational product development across 15-person team including hardware, electronics, software, and voice AI
- Successfully launched digital in-store shopping assistants for multiple Fortune 500 companies using Amazon Alexa and Google Assistant

2016-2018	**FRIO TO FUEGO**	**Ushuaia, Argentina**

Motorcycle Adventurer

- Led a 20K mile motorcycle trip around the Americas with 3 friends

2017	**IREPORTSOURCE (WORKPLACE INCIDENT SOFTWARE)**	**Remote, OH**

Frontend Software Engineer

- Designed and built most user interactions for a production VueJS web app

2014-2016	**KAPTURE AUDIO (AUDIO RECORDING WRISTBAND)**	**Cincinnati, OH**

Head of Product & Engineering, Venture for America Fellow

- Led all product development across 7 teams, 20+ people, 3 native languages, 5 timezones
- Successfully spearheaded an in-house product launch for a wearable + app
- FCC & CE certified, China-manufactured, 3,000-units sent to 50-countries, iOS & Android
- Managed relationships with >2500 customers via email, social media, and video chat

2011-2013	**A2B BIKESHARE (BICYCLE SHARING HARDWARE) [ACQUIRED]**	**Ann Arbor, MI**

Co-Founder, Patent Inventor US9567025B2

- Led a diverse 10-person team and 6 partner companies to design and produce key hardware and software components leading up to launch

EDUCATION	**UNIVERSITY OF MICHIGAN**	**Ann Arbor, MI**

Honors - MS in Industrial and Operations Engineering, April 2014

Honors - BS in Computer Engineering, December 2013

Ross School of Business - MBA classes in strategy & operations management