

Thomas Johnson

Duluth, GA 30096 • 770-539-0077 • tomjohnson42@gmail.com
<https://www.linkedin.com/in/thomasmichaeljohnson/> • <https://www.tj4242.com>

Product I Project Manager

Multifaceted technical career with an extensive track record of innovation and success in product delivery

Talented value-driven product manager with experience **planning, building, launching, and managing innovative strategies** through all stages of **custom product solutions delivery**. Leverages strong technical knowledge to develop and document **detailed product requirements** from internal and external sources. Collaborative, decisive, and highly effective at leading cross-functional teams in support of **building product awareness**.

Core Competencies:

- Client Relationship Management
- Product Design and Development
- Customer Insights/Requirements
- Process Management
- Product/Project Lifecycle
- Cost/Benefit Analysis
- Resource Management
- Product Roadmaps
- Business Intelligence
- Product Strategy
- Product Launches
- Business Cases

Professional Experience

Tyler Technologies, Duluth, GA

Implementation Project Manager, 2014 – Present

Interfaced with diverse range of clients in the public sector to complete implementation of system software projects with a portfolio of up to 15 concurrent initiatives and a value of over \$7M.

Key Responsibilities:

- **Client Consult and Collaboration:** Educated clients **throughout the project lifecycle** on every element of their new product and collaborated to ensure all considerations are met. Identified opportunities for enhancements and add-on sales deliverables and followed through on contract addendums and respective purchase orders.
- **Resource Management:** Managed cross-functional, multi-disciplinary resources teams within a shared services environment by coordinating and delegating responsibilities to drive the achievement of project milestones.
- **Documentation:** Created, maintained, and managed all relevant project documents; meeting agendas, budget reports, requirements, and risk registries.

Cox Communications, Atlanta, GA

Project Manager-Video, 2013-2014

Managed a project portfolio of Cox's video distribution systems. **Provided product development leadership** to a cross-functional team to adhere to key project timeline milestones, risk management analysis, key launch date support and overall project and business goals

Key Responsibilities:

- **Product Development:** Developed and implemented the product development and launch process, while managing costs, quality, and development timelines.
- **Project Management:** Performed traditional project management responsibilities on projects to upgrade software to millions of devices including tracking action items, developing and tracking schedules, budgets, and managed data on resource utilization.

Cox Business, Atlanta, GA

Product Manager, 2011-2013

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Product owner for the video product line for Cox Business accounts. Served as product subject matter expert and product champion for new commercial video products. **Developed and refined product business cases** for presentation.

Key Responsibilities:

- **Product Launches:** Defined and proposed 1) a new low-cost HD video terminal product for mid-range hotel customers. Drove and managed the product launch. 2) IPTV solution for a major university.
- **Product Strategies:** Researched customer requirements and conducted cost/benefit option trade-offs and **established new product strategies. Developed and documented detailed product requirements**, incorporating input from internal and external sources.
- **Client Point-of-Contact:** Served as the POC for Cox Business clients throughout the product development lifecycle for resolving critical cross-functional issues. **Served as product subject matter expert** and product champion for new commercial video products.

Ericsson Television, Duluth, GA

Customer Program Manager, 2010

Project owner on efforts related to the Video On Demand product. Managed the project schedule and budget.

Key Responsibilities:

- **Product Launches:** Led new software system launches for the delivery of VOD to mobile phones. Managed the deployment of new hardware and software enhancements to address customer requirements on new service upgrades.
- **Product Development:** Effectively managed the change control process and maintained oversight for feature creep. Managed 3rd party contract vendors and partnerships.

Motorola, Lawrenceville, GA

Engineering Project Manager, 1999 – 2010

Managed product development projects with an international presence with internal and external resources for domestic cable TV and international satellite markets.

Key Responsibilities:

- **Led cross functional teams responsible for product launches** through effective collaboration across the organization.
- Responsible for the change control process for all requirements, effectively balancing customer needs along with managing risk and issues.

Other Experience

Senior Software Engineer, Rockwell Automation, Milwaukee, WI 1997 - 1999

Software Engineer, Zenith Electronics, Glenview, IL 1992 - 1997

Education and Credentials

Master Business Administration , Concentration in Project Management

Brenau University, Gainesville, GA

Bachelor Science Computer Science and Engineering

Milwaukee School of Engineering, Milwaukee, WI