

Fred Radford

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Product Management & Solutions Architecture

Summary

- Innovative problem solver with proven track record shipping complex solutions under demanding timelines
- Take-charge leadership of cross-functional & technical teams executing visionary strategy while delivering tactical results
- History of generating prescient ideas and effectively architecting out-of-the-box solutions
- Fanatical customer experience focused while mentoring teams and collaborating with executives
- Entrepreneurial spirit coupled with scaling up solutions used by millions of consumers

Skills

- Innovation
- Product Management
- Cross-functional Team Leadership
- Big Data
- Solution Architecture
- Technology Evangelism
- Strategic Planning
- Agile Project Management
- Mobile Architecture
- Mobile Applications
- Mobile Marketing
- Mobile Devices
- Mobile Games
- Mobile Advertising
- SaaS
- Program Management
- Monetization
- Infrastructure Architecture
- Data Science
- Gamification
- Backend-as-a-Service
- Cloud Computing
- Entrepreneurship
- iOS development
- Network Security
- Business Planning
- User Interface Design
- Wireless Security
- Information Security Management
- Network Architecture
- User Experience Design
- Software Development
- Product Marketing
- Technology Evangelist

Experience

Saama Technologies (<http://saama.com>)

10/2012 – 07/2013

Mobile Architect

Data Science + Big Data + Mobile for Fortune 500 companies such as Cisco, AAA Insurance, eBay, Genentech, Brocade, Unilever, Apple, SAP, Yahoo and Microsoft

- Architect enterprise big data analytics platform for real-time mobile dashboard on iOS, Android & cross-platform via HTML5 / PhoneGap
- Interpret data science results as KPIs and actionable business metrics via novel user experiences
- Liaise sales and development departments with effective agile SDLC & project management
- Establish best practices & processes for mobile QA automation, continuous integration & source code management / bug tracking

NinjaMyApp

08/2011 - Present

Founder

NinjaMyApp - Mobile Backend-as-a-Service - Think “Wordpress for Apps”

- Full stack product development from idea to development to operations for SaaS cloud service for mobile application developers
- Recruited 200 mobile development studios with over 100M downloads & 10M daily active users
- Architected backend management, front end SDK and JSON based middleware API using latest generation NoSql technologies, Big Data analytics, on-demand cloud infrastructure services, SSO via custom OAuth provider and UI gamification
- Respected in the app community as a mentor & frequent presenter at Meetups and conferences.

Veem, Inc.

03/2007 – 10/2011

Product Management / Founder / CEO

Carrier solutions to converge audio & data messaging across any device

Provide converged services carriers with solutions that enable text messages and voicemail anywhere across devices, screens and services; minimizing or eliminating phone numbers as a by-product.

- Evangelize optimized unified messaging user experiences via direct contact & strategic selling to industry CxOs & VCs
- Design & develop carrier class cloud solution for multi-media message transcoding using AWS
- Raised funding from Angel Investors to fund proof of concept and initial development
- Created technologies to converge voicemail, text messages & social media

Time Warner Cable (NASDAQ: TWC)

07/2004 – 03/2007

Director, Product Management

Director, Wireless Product Management (2006 – 2007)

Director, Voice Product Management (2004 – 2005)

Ownership of the business performance for products & services from concept phase through deployment by leading inter-departmental, cross-functional and virtual teams, including product marketing managers & technical product managers.

- Determined mix of “Phone Made Simple” features, growing Digital Phone from 100,000 to 1.5 million subscribers

- Led vendor RFPs and negotiations for Mobile & Wi-Fi applications & services resulting in market differentiating offerings & roadmap to converged services ecosystem
- Identified & managed voice products enabling launch of quad-play bundle for wireless business in trial & production divisions
- Strategic analysis of voicemail business, platforms and trends resulting in \$20M/year business
- Saved six-figures (45%) of project by innovating existing systems instead of building from scratch
- Avoided large losses by analyzing a fixed-mobile convergence (FMC) opportunity & recommending not to pursue

KoolSpan (<http://www.KoolSpan.com>)

01/2003 – 07/2004

Director, Customer Solutions

Network security start-up combining savings, security and simplicity into “private” networks via a patented layer-2 smart card authentication & encryption solution for wireless, Wi-Fi and point-to-point network without traditional overhead.

Led Product Management and Program Manager defining and deploying customer centric solutions for clients such as Microsoft, the United Nations and the NSA

- Created brand positioning and value proposition for Demo@15 resulting in VC funding
- Developed market analysis that was instrumental in launch of the “Enterprise Lock” product line
- Technical Project Management for extensive hardware device QA & usability testing producing user interface design revisions that increased customer satisfaction
- Focus group & traditional research projects discovering the need for a software option, enabling migration from a SIM type smartcard to a microSD form factor

Openwave (NASDAQ: OPWV)

03/2001 – 12/2002

Program Manager

Partner Program Manager, 2002

Senior STA Manager, 2001

Openwave introduced the Mobile Internet to carriers in the '90s (via Phone.com / Unwired Planet) and provides large scale email & mobile phone infrastructure software including handset, messaging (email, MMS & more), E911, personalization & location services

Led cross-functional, multi-organizational virtual teams of Openwave, Cisco and IBM team members supporting Unified Messaging solutions

- Deployed leading edge mobile unified messaging solution for 250k international subscribers
- Increased customer satisfaction 26% by implementing FIT and building team performance
- Completed \$20M project on-time & under budget by using collaborative functional groups
- Drove adoption of agile web-services development; reducing engineering by 17%

helloNetwork.com, Inc.

02/1999 – 11/2000

Director, Engineering

Pre-IPO social networking start-up providing streaming & video blogging portal (i.e. combined Facebook / YouTube)

Responsibility for \$25M capital and \$5M operational budget as well as a 40 person engineering department deploying distributed media network across 8 datacenters on 3 continents

- Built streaming media solution providing the capacity for growth up to 100K concurrent subscribers
- Deployed J2ME (Java) based streaming media decoder (player) across range of wireless handsets resulting in the first real-time mobile social network
- Regularly presented due-diligence to venture capitalists communicating technical issues in comprehensible terms
- Hired & mentored engineering team, growing from 1 to 40 in 18 months and supporting continued company growth
- Patent Pending filed for SAN (Storage Area Network) & NAS (Network Attached Storage) architecture

Amber Communications, Inc.

05/1994 – 11/1998

President / Founder

Communications Service Provider, CLEC, ISP, & pre-MVNO Wireless Partner

Founded the first Windows-based ISP. Offered one of the first “quadruple play” converged services with a single bill for internet access, home phone, mobile phone and long distance service. Pioneered the first flat rate Internet service and the “no-busy signal” policy

- Grew the company from a local ISP to a regional provider with 54 points of presence
- Developed Tier-2 Internet backbone & built out data centers with connectivity from ATT Bell Labs to MAE West
- Participated in Internet Standards (ISOC / IETF) reviews resulting in NAT & PPP adoption & AAA RFC 2058 (RADIUS)
- Successfully launched “Website-in-a-Box” retail product & first automated website for domain name registration
- Sold the company to a competitor for a profit

Spectrum Technologies

08/1987 – 06/1995

Owner

VAR, Systems Integration and Custom Software Development

Provided technology solutions to corporate and government customers.

- Full software product lifecycle for order management system enabling 5x orders with 25% less staff
- Created technical innovations that increased brand recognition & customer satisfaction for a

wholesaler

- Migrated 80,000 State of California users from legacy email systems to Microsoft Exchange (precursor to Active Directory)
- Established partnerships with Apple, Microsoft, DEC, and other hardware & software companies

Education

Western Governors University, BS, IT Management
2009 – 2013 (expected)

Interests

Polymathic pursuit of the arts, science, technology, nutrition, education, gamification and adventure.
Avid skier, marathon runner, scuba diver, traveler, writer & chef.

Certifications

ISACA (Information Systems Audit and Control Association) - CISM

Cisco - CCNA

Microsoft - MCP

EMC - EMC eProven Professional

PADI IDC Staff Instructor

Professional Association of Diving Instructors · License: 67007

Emergency First Response Corp. - EFR Instructor Trainer for CPR / AED / First Aid