

Nathan Arthur

PO Box 188
Harrisburg, OH 43126
614-596-9116

truist-resume@rainskit.com
<http://www.rainskit.com/resume/>

Professional Summary

Ten years experience as a manager, product manager, project manager, business analyst, architect, and developer, across three companies and five business domains. Intense experience with a respected global software consulting firm, focusing on Agile (Extreme Programming / Scrum) delivery and coaching. Regularly assigned to, and successful in, cross-disciplinary roles that require an uncommon blend of talents.

Professional Experience

Noteworthy Medical Systems – medical software vendor **April 2008 – Present**

Product Manager & VP Technology Strategy

- Responsible for product management of Noteworthy's strategically most-important products, NetPracticeMedicalHub and NetReports.
- Responsible for setting cross-product technology strategy, defining minimum technical standards, and ensuring that technology decisions are good business decisions.
- Interim head of the 48-person R&D department, after the previous person was let go.
- Helped redefine the role of product management and train a new product manager during Noteworthy's acquisition by CompuGROUP, a large German healthcare IT holding company.
- Successfully managed development teams in three cities, across a layoff, streamlining processes and significantly improving efficiency by introducing Scrum and other organizational changes.

NetJets, Inc. – executive jet sales and management **January 2006 – April 2008**

Manager, Business Analysis

January 2007 – April 2008

- Managed a growing international team of 18 Business Analysts, offering business support, project proposal development, and project analysis services to projects of all sizes. Responsible for all hiring and termination, salaries, promotions, task assignment, team activities, processes, and standards.
- Gathered and presented metrics about BA team bandwidth, backlog, and forecast, demonstrating a clear business need for expansion of the team. Successfully hired multiple new team members.
- Directly addressed a number of conflicts on the BA team, improving overall morale, significantly reducing turnover, and more closely aligning the individual BAs with their strengths and weaknesses. Described as "the best manager she's ever worked for" by multiple employees.
- Successfully managed the scoping and estimation of a multi-million dollar project to implement a business rules engine, earning cross-company buy-in to implement the engine and the project.

Lead Business Analyst

January 2006 – January 2007

- Developed and led a new scoping and estimation process for technology project proposals, improving estimates and enabling better project prioritization. Grew and matured this process into a department-wide standard that is successfully used for all projects.
- Managed day-to-day BA task assignments, tracking, and status reporting. Improved and optimized the BA team resource allocations, enabling a significantly higher level of throughput.

ThoughtWorks – Agile consultancy **May 2004 – January 2006**

Large Healthcare Supplier – Scrum Master / Coach

October 2005 – January 2006

- Managed a Scrum team on a multi-team long-term project to re-implement the middle tier of the client's enterprise healthcare system.
- Coaching the client on Agile project management, analysis, development, and testing best practices.

Call Center Outsourcing Company – Project Manager August 2005 – October 2005

- Successfully managed a seven-week project to develop a systems-integration project proposal.

Leading Multinational Bank – Project Manager July 2005

- Managed the startup of a high-visibility multiple-country agile enablement project to improve existing J2EE-based currency trading systems.

Medical Liability Insurance Company – Project Manager / Analyst December 2004 – June 2005

- Acted as project manager and analyst for the last phase of a long-running onshore/offshore .NET project.
- Revamped the existing analysis process, significantly improving project velocity.
- Led scope management processes to reach an agreed-upon project plan for the final phase of the project.
- Successfully managed the closing-out of the project and knowledge transfer to the client's IT staff.

Leading Auto Insurance Company – Lead Analyst / Coach / Methodologist May 2004 – November 2004

- Coached a seven-member analysis team in the use of agile analysis methodologies for a .NET project to replace an existing (COBOL) legacy system.
- Led changes in existing project management methodologies to follow standard agile practices.
- Invited to assist other project teams with their analysis and QA processes, because of previous successes.
- Created a customized agile methodology for use across the client's 3000-person IT organization.

Noteworthy Medical Systems – medical software vendor April 1998 – May 2004

Product Manager January 2003 – May 2004

- Developed a company-wide product roadmap that defined business goals and long-term product vision. Worked with executive leadership to earn support from all departments.
- Analyzed and documented development costs for Noteworthy's content customization services, demonstrating that the existing pricing and business model was not profitable. Led the introduction of a new pricing model, making these services potentially profitable for the first time.
- Developed a process for project discovery and evaluation, causing re-prioritization of projects and releases, and resolving inter-departmental misunderstandings about project prioritization.
- Regularly initiated projects and performed all user needs analysis and requirements specification. Known for producing the "best requirements that have come out of Product Management."
- Successfully led numerous cross-departmental development teams, managing the complete software lifecycle and performing all project management activities.

Various roles: Developer / Architect / Analyst / Team Lead April 1998 – January 2003

- Developed major parts of the architecture vision for the product, including configuration, user management, data services, interfacing, networking, and J2EE integration.
- Helped lead an outsourced/offshore project to develop a new reporting service. Used the RUP process to develop detailed use cases and requirements, and to review and extend the design.
- Published a well-reviewed article in a widely read advanced-java mailing list about the Swing event model, threading, and wait cursors. See <http://www.javaspecialists.co.za/archive/Issue075.html>.
- Led teams of developers in design, implementation, and testing of features, architecture, tools, and fixes.
- Created a weekly education forum where employees give presentations on relevant topics. Personally gave numerous presentations on topics like design patterns, coding fundamentals, and interface design.

Education

B.S. Computer Science, Case Western Reserve University

May, 2001