

Nathan Arthur

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Professional Summary

Eleven years experience in leadership roles including product manager, vice president, manager, project manager, business analyst, architect, and developer, across three companies and five business domains. Intense experience with a global software consulting firm, focusing on Agile / Scrum delivery and coaching. Regularly assigned to and successful in cross-disciplinary roles that require an uncommon blend of talents.

Experience

Noteworthy Medical Systems – medical software vendor

April 2008 – Present

Product Manager & VP Technology Strategy

- Accountable product manager for multiple key software products, driving product vision, creating requirements, working with vendors, prioritizing features, scheduling releases, managing development teams, guiding marketing strategy, and ensuring on-time release. Works with customers to gather input, support products, and represent the company. Key leader in planning and delivering Noteworthy's annual user conference.
- Interim (Feb-Oct 2009) head of the 48-person R&D department, managing IT and development teams in three cities and significantly improving performance in all three by clarifying roles and responsibilities and introducing Scrum. Successfully maintained morale and productivity of teams during a layoff.
- Noteworthy's sole expert on the Stimulus Act, researching impacts, tracking updates and publications, communicating strategic and tactical issues to sales and development, giving presentations to customers and prospects, and defining market and sales plans in response to opportunities.
- Identified the need to move into a new business market; presented the opportunity, risks, and recommended strategy to the CEO of Noteworthy's parent company; and built a detailed fact-based financial model for predicting P&L impacts from this new line of business, showing that it would be profitable. Decision to move into this new market is currently pending.
- Sets cross-product technology strategy, defines minimum technical standards, and ensures that technology decisions are good business decisions. Helped Noteworthy avoid hundreds of thousands of dollars of wasted effort by stopping or preventing projects that lacked business value.
- Managed the RFP team through dozens of RFPs, guiding strategy, quality, and schedules. Commended for exceptional quality and success at meeting deadlines.

NetJets, Inc. – executive jet sales and management

January 2006 – April 2008

Manager, Business Analysis

January 2007 – April 2008

- Managed a local and international team of 18 Business Analysts, offering business support, proposal development, and analysis services to projects of all sizes. Responsible for all hiring and termination, salaries, promotions, task assignment, team activities, processes, and standards.
- 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 they've ever worked for" by multiple employees.
- Gathered and presented metrics about team bandwidth, backlog, and forecast. Demonstrated a clear business need for expansion of the team. Successfully hired multiple new team members.
- 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 used for all proposals.
- 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

Various roles: Project Manager / Scrum Master / Business Analyst (multiple clients)

- Managed a Scrum team on a multi-team project to re-implement the middle tier of client's enterprise healthcare product. Recognized by client as "exceptional" and "a great person to work with."
- Successfully managed development of a systems-integration project proposal, providing client with a realistic appraisal of the cost of a development project.
- Acted as project manager and analyst for the last phase of a long-running onshore/offshore .NET project, revamping processes, re-planning the final phase of the project, and managing the close-out of the project. Commended by ThoughtWorks and by the client for healing a poor relationship and allowing the companies to part on good terms.
- Coached a business analysis team in the use of agile analysis methods for a .NET project to replace an existing (COBOL) legacy system.
- Based on previous successes, was asked to assist other project teams with analysis and QA processes, and to create a custom agile methodology for use across 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.
- 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 for the product, including configuration, user management, data services, interfacing, networking, and J2EE integration.
- 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