

Nathan Arthur

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Professional Summary

Nine years experience as a 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. Ongoing development as a manager and process development leader in the world's largest fractional aviation company.

Skills

Management:	Prioritization, delegation, team building, individual development, performance reviews, hiring, coaching, conflict resolution, negotiation.
Organizational Change:	Process definition, change management, iterative improvement, organizational alignment, meeting leadership, training.
Project Management:	Team development, project scoping and estimation, project planning, risk management, communication, outsourcing, offshore.
Business Analysis:	Listening, communication, process documentation, analysis, synthesis, story development, requirements definition, use case development, acceptance testing, usability testing.
Product Management:	Market analysis, opportunity evaluation, business plan development, product visioning, roadmap development, organizational alignment.
Development:	Architecture, design, patterns, estimation, unit testing, expert Java/Swing, basic J2EE, SQL, HTML, CSS.
Methodologies:	Expert Agile, Extreme Programming, Scrum, SDLC, Waterfall, many others.
Tools:	Expert MS Office pro, MS Project, various source control tools, Windows, NetBSD.

Professional Experience

NetJets, Inc.

January 2006 – Present

NetJets is the world leader in private aviation, selling fractional shares of executive jets and offering on-demand flight services to successful corporations and individuals worldwide.

Manager, Business Analysis

January 2007 – Present

- Manager of 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, Inc.

May 2004 – January 2006

ThoughtWorks is an enterprise software consultancy serving Global 1000 companies, known for their leadership in the introduction and use of Agile methodologies for end-to-end software development and delivery.

Client: Large Leading Healthcare Supplier

October 2005 – January 2006

Scrum Master (Project Manager) / Coach

- 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.

Client: Call Center Outsourcing Company

August 2005 – October 2005

Project Manager

- Managed a seven-week discovery phase for developing a systems-integration project proposal.
- Developed a strong relationship with the client at all levels.

Client: Leading Multinational Bank

July 2005

Project Manager

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

Client: Medical Liability Insurance Company

December 2004 – June 2005

Project Manager / Analyst

- 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.

Client: Leading Auto Insurance Company

May 2004 – November 2004

Lead Analyst / Coach / Methodologist

- 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, Inc.

April 1998 – May 2004

Noteworthy is an enterprise-class Electronic Medical Records (EMR) application developer, focusing on usability and data mining, and offering professional healthcare business consulting.

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 componentization and 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

Bachelor of Science, Computer Science

May, 2001

Case Western Reserve University

Cleveland, Ohio