TOM GONZALES

Product Owner

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In a higly competitive software development envioronment, as a Product Owner, I can help your organization deliver the maximum value to your business. I have spent more than a decade of my life to become an expert as a Product Owner. Through my experience, I can help avoid eroding all core agile values: individual & interaction, working software, cost to colaboration and responding to change.

SKILLS

Scrum Methodoloy
Pionnered NortonLifeLock agile transformation. Hands on experience dealing with pitfalls of becoming more agile

Backlog Management
Became an expert at creating and refining epics. I also learned to prioritize user stories in a product backlog.

Technical Skills
I have strong technical skills and the capacity to quickly learn new technology

Collaborative Management Style
I am a leader and I work very well with co-workers as a team, which allows me to create strong professional relationships based on respect and trust.

Oral Communication Skills
II am able to articulate highly complex procedures. I negotiate deadlines for dependency alignment with external teams, release scope and workload with my own teams, from daily scrum to release planning

Software and Tools
I am very proficient in:
1. Jira
2. confluence
3. Perforce
4. VMware workstation
5. Google Analytics
6. OpinionLab
7. Taplytics
8. Adobe Analytics.
9. Excel
10. WebEx
11. Skype
12. Zoom

Education & Certifications
CERTIFIED SCRUM PRODUCT OWNER
 -Scrum Alliance - 2018

UCLA TECHNICAL MANAGEMENT TRAINING PROGRAMS
 -UCLA Extension- 2012

BACHELOR'S DEGREE IN SOCIOLOGY
-UCLA - California, Class of 2006

References
Upon request

WORK EXPERIENCE

SENIOR PRODUCT OWNER / SCRUM MASTER – NortonLifeLock (Formerly Symantec) – Culver City, CA – Feb 2017 to Present

Accomplishments:
  Became the product owner of multiple teams after 1 year.
  Became release product owner after 2 years.
  Served as product owner for up to 3 teams at once.
  Mentored 2 other product owners.
  Championed continuous improvement and change by owning retrospec ve ac on items.
  Owned dozens of epics and worked with teams to groom hundreds of user stories.
  Served as a product owner for 9 highly rated and award winning releases.
  Worked with multiple teams to define definition of done.
  Served as product owner for both well establish and new-to-market software.

Responsibilities:
  Maintains dual roles as both a product owner and scrum master.
  Efficiently drives product increment planning, sprint planning, daily scrum, and backlog grooming sessions.
  Collects sprint metrics and watches trends in pursuit of continuous growth and improvement.
  Aggressively removes blockers for my teams.
  Owns retrospective action items to truly drive change and continuous improvement.
  Product owner for two teams, which develop iOS and Android applications.
  Acts as release product owner and oversees release certification and app store submission.
  Prioritizes work based on ROI, business need, schedule, and resources.
  Minimizes technical debt by monitoring static code analysis, code coverage, automation, and DOD metrics.
  Triages and assigns defects daily.
  Monitors BI dashboards to make informed business decisions and to deliver incremental, user-visible functionality.
  Works with multiple, cross-functional teams to decide priority and align on dependencies.
  Regularly reports team status to upper management in scrum of scrum.
  Submits legal documents such as open source review board forms, and trade compliance forms.
  Performs root cause analysis for issues that get released into field.
  Creates user flow diagrams in order to thoroughly convey customer requirements.

SOFTWARE TESTER (VARIOUS POSITIONS) – NortonLifeLock – Culver City, CA – Nov 2008 to Feb 2017. *SQA Analyst Contractor, SQA Analyst, Senior SQA Analyst, SQA Specialist, Principal SQA Specialist*

Accomplishments:
  Received a promotion every 1 to 2 years.
  Created over 2 dozen test plans.
  Manually wrote over 5000 defects.
  Regularly recognized for writing very detailed defects and test cases.
  Developed a new-hire onboarding program.
  Mentored 9 other software testers, most of whom are still with the company.
  Organized and led a series of knowledge sharing and training sessions.

Responsibilities:
  Performed full end to end testing for one of the best-selling and award-winning security software suites.
  Created test plans.
  Authored test cases.
  Worked with developers to troubleshoot issues.
  Worked with UX teams to improve user experience.
  Examined debug logs and helped to triage defects.
  Responsible for new-hire onboarding and training.
  Helped monitor support forums and assisted customers in resolving issues.
  Demonstrated working software to business stakeholders during system demos.
  Analyzed logs to help triage defects