JASON SCHMIDT, PMP, MSOL

DENVER, CO 80210 | 330-606-9324 | jay.a.schmidt@gmail.com

Senior Technical Product & Project Leader

Developing, implementing, and leading innovative technical solutions that solve real-world problems

As a seasoned IT professional, my enthusiasm lies in discovering practical, value-oriented solutions that address real-world challenges. I leverage my comprehensive understanding of customer needs and business capabilities to generate solutions that provide both immediate impact and long-term value. My key strengths include guiding teams to deliver concrete results, irrespective of my role or title. Throughout my career, I've demonstrated a skill for organizing, empowering, and leading cross-functional teams while contributing to innovative technical solutions and product-led growth strategies.

SKILL SUMMARY

- Technical Leadership
- Project Management
- Product Management
- Team Leadership
- Mentoring
- Business Development
- Stakeholder Engagement

- Policy/Process Development/Improvement
- Customer Support
- Developer Advocacy
- Technical Training
- Documentation
- System Automation

- Disaster Recovery
- Technical Account
- Operational Support
- Pre-Sales Support
- User Experience Strategy
- Competitive Analysis
- Product-Led Growth Strategy

CAREER HIGHLIGHTS

NGINX (F5 Networks), Denver, CO(Remote)   MARCH 2023 - CURRENT
PRINCIPAL PRODUCT MANAGER
- Spearheaded the relaunch of the NGINX Amplify SaaS platform, introducing multiple new features aimed at improving user experience and creating a marketplace for vetted solutions.
- Conducted comprehensive competitive reviews for standalone and SaaS-based competitors to NGINX's offerings.
- Led community outreach and customer research initiatives to understand, document, and address customer challenges and use cases.
- Assisted in positioning NGINX Amplify SaaS as a pivotal component of our product-led growth strategy, contributing to its placement at the forefront of our customer acquisition funnel.

NGINX (F5 Networks), Denver, CO(Remote)   APRIL 2021 - MARCH 2023
SOLUTIONS ARCHITECT
- Served as the primary maintainer of the Modern Applications Reference Architecture (MARA), a ready-to-deploy model of a modern Kubernetes application designed for testing, experimentation, and learning.
- Authored numerous blog posts on NGINX, MARA, and the NGINX Kubernetes Ingress Controller, addressing real-world issues and providing step-by-step solutions.
- Presented at numerous internal and external conferences and events, including NGINX Microservices March, OTEL Day, Gluecon, F5 Tech Summit, F5 Agility, F5 Tech Exchange, and NGINX Sprint 2.0/3.0. Presentation topics included OpenTelemetry, MARA, Open Source Software, and NGINX products.
- Conducted numerous tutorials, webinars, and labs in partnership with other organizations to highlight the interoperability of NGINX's product offerings within the modern applications technology landscape.

MOBILEDGEX, Denver, CO(Remote)   MARCH 2020 – APRIL 2021
SENIOR MANAGER CUSTOMER SUPPORT AND TRAINING
- Built support and training functions, assumed responsibility for processes and procedures, and enhanced developer experience through improved documentation and direct support.
- Provided operator support for the MobiledgeX platform, improving communication between the developers and Engineering/Product groups.

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- Worked directly with key customers to reduce friction during the deployment of the MobiledgeX platform.
- Collaborated with the Developer Advocacy and Documentation teams to enhance the developer experience through documentation review, direct support, and enabling inter-pillar communication.

JOYENT/SAMSUNG, Denver, CO(Remote)   **APRIL 2018 – FEBRUARY 2020**
SENIOR PRODUCT MANAGER, MANTA OBJECT STORAGE

- Led product planning and execution throughout the software development lifecycle, prioritized product requirements, defined product vision and ensured customer-centric processes.
- Defined and managed feature roadmaps, analyzed customer requirements, and authored technical documents to guide decision-making activities.
- Worked with executive staff to support corporate processes and procedures, including budgetary reporting, business objective reporting and defense, and overall status reporting.

JOYENT/SAMSUNG, Akron, OH(Remote) / Denver, CO(Remote)   **SEPTEMBER 2013 – APRIL 2018**
SENIOR CUSTOMER SUPPORT ENGINEER / SENIOR FIELD ENGINEER

- Served as the final escalation point for customer issues and drove feature development and process alignment to meet customer requirements.
- Created training programs and documentation, including the development of certification programs.
- Worked closely with engineering and operational groups to drive feature development and align processes and procedures with customer requirements while focusing on customer requirements.

HARWICK STANDARD DISTRIBUTION CORPORATION, Akron, OH   **2006 – 2013**
SENIOR IT SYSTEMS ANALYST/ADMINISTRATOR / PROJECT MANAGER

- Managed all aspects of a legacy ERP system and enabled better strategic and operational decision-making through improved data access.
- Realized cost savings, performance, user satisfaction, and service recoverability by migrating from a proprietary OS and RDBMS to open-source software running on fault-commodity hardware.

COMPREHENSIVE SOLUTIONS, Akron, OH(Remote)   **1999 – 2006**
PRINCIPAL CONSULTANT/PROJECT MANAGER

- Led multiple high-profile projects, developed and managed disaster recovery plans, directed a team of internal staff and subcontractors, and authored courses and whitepapers.

Early career experience as a **Consultant** with Cap Gemini (Akron, OH) and Computer Associates (Reston, VA)

EDUCATION

Master of Science in Organizational Leadership | University of Colorado, Boulder

Bachelor of Business Administration, Cum Laude | Kent State University

Additional training in Project Management, Risk Management, Business Continuity, and more

PROFESSIONAL AFFILIATIONS

Project Management Professional | Project Management Institute **|**PMP #181429

Member | Association for Computing Machinery

Member | PMI Mile Hi Chapter