

Ian D. Birch

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SUMMARY

Technical Product and Engineering leader with experience managing complex technical products and leading complex projects with a focus on performance, reliability, efficiency, and quality. Adept at driving teamwork and collaboration. Successful at delivering innovative solutions and driving cross-functional execution for a variety of products, tools, and services, resulting in profitable business growth. Self-motivated with strong analytical, problem-solving, and decision-making skills.

EXPERIENCE

- Sr. Technical Program Manager** – [Meta](#), Menlo Park, CA (Remote, UT) Feb 2022 – June 2023
Drive product, engineering, and XFN partnerships for messaging products across multiple organizations with a focus on security, quality, and scalability. Establish 0-to-1 programs and manage them from inception to launch and sunset. Lead multiple cross-functional v-teams. Identify product needs in technically complex areas, scope the requirements, and collaborate with engineering to lay out end-to-end detailed schedules and plans. Develop and manage interdependent product roadmaps as a collective program, align requirements, and manage dependencies across multiple teams. Simplify complex problems into executable and measurable outcomes. Proactively identify and resolve risks.
- Launched new Community Chats product on Messenger and Facebook globally. Researched problem spaces to craft clear requirements allowing engineers to easily build, execute and test deliverables with clearly defined outcomes and success criteria. Partnered with and coordinated efforts across multiple engineering and product teams to define the technical roadmap and long-term product strategy.
 - Established framework for efficiently tracking and regularly communicating progress on deliverables. Applied data driven insights and developed KPIs to measure program effectiveness.
- Principal Solutions Architect** – [Surfly](#), Amsterdam, NL (Remote, UT) Jan. 2020 – Sep. 2021
Develop processes, strategies, and best practices for product implementation and partner software integration. Develop and maintain strong customer relations by acting as a senior technical resource, crafting solutions, and producing technical specifications with supporting artifacts for complex projects. Participate in the collection of project requirements and produce technical architecture, plans, strategies, and proofs-of-concept throughout the customer engagement process. Operate autonomously across all teams, demonstrate thought leadership, and own solution design and delivery as principal architect.
- Systems Software Architect** – [TTEC](#), Denver, CO (Remote, UT) Nov. 2017 – Jan. 2020
Develop, refine, and implement solutions for enterprise applications, and serve as an ongoing point of contact. Develop engineering roadmaps for complex products and tools. Develop problem statements and form hypotheses for products and services across divisional boundaries to address highly complex business needs. Advocate for application security and work with security engineering to build systems and processes to enforce user security. Designed architecture for TTEC's cloud-native adapter software for WFM applications on AWS. Create process, design, and procedure documentation.
- Infrastructure Support Manager** – [UK2Group](#), Providence, UT Mar. 2016 – Aug 2017
Oversee web hosting infrastructure services and support teams. Managed engineering staff and directed technical contact center service and delivery. Coach and mentor junior technical resources.
- Systems Administrator** – [UK2Group](#), Providence, UT Nov. 2014 – Mar. 2016
Manage virtual and physical servers, optimize Linux server performance, and install/configure software services per technical requirements. Troubleshoot performance, connectivity, latency, and security.

PROFESSIONAL SKILLS

Systems Architecture/Engineering, Product/Program Management, Software Engineering, Stakeholder Management, Risk Analysis, Software Development (SDLC), Relationship Building, Project Management, Cross-Functional Collaboration, Data Analysis, Thought Leadership, Agile, DevOps

EDUCATION

Mechanical Engineering – Utah State University, Logan, Utah