

Dan Charlson

an experienced, results-oriented software industry professional

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Last Updated: 2008 September 10

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Online since '89

Objective

To lead a dynamic, fast-paced team and use my software industry experience to champion customer requirements, own strategically important projects end-to-end, and ship great products on schedule with the right features — I am, or become the expert —

Personal Attributes and Qualifications

—Smart
—Flexible
—Good People Skills
—Expertise in Multiple Domains

- Highly motivated, committed, self-starter; flexible and adaptable; able to take direction
- Outgoing, personable team player who builds rapport with internal and external stakeholders
- Customer-focused: creatively optimizing scope, schedule, cost, quality, resources, and risk
- Strong communicator, open and respectful of others; capable negotiator, noted for effective cross-group liaison, communication, and evangelism of team's vision and mission
- Articulate, precise presenter of written and spoken communication, tuned to each audience
- Passionate about technology, with keen eye to improving existing processes, and innovating automatable solutions to new challenges—I thrive on investigating and solving problems
- Fast and eager learner, with broad yet deep knowledge in several related domains

Technical Disciplines, Skills, and Domains of Knowledge

- *Deep Knowledge of the Software Development Process*
 - Program and Project Management** **MS Project, MS Visio, Defect & DCR Mgmt**
 - Team Management** **Usability and Interaction Design**
 - Globalization & Localization** **Security Threat Modeling, Risk Analysis**
 - Computer-Aided Translation Tech** **Multilingual, CJK, Bidi Computing**
- *Areas of Technical Expertise*
 - XML (XSLT & XSD)** **Media Digital Rights Management (DRM)**
 - Web Development and Publishing** **Natural Language Processing (NLP)**
 - Encodings, Fonts, & Writing Systems** **Microsoft Office Power User ("Guru")**
- *Platforms: Windows (Win9x, 2000, XP, Vista) / UNIX & Linux / MacOS*
- *Familiarity with: SQL, C, C#, VBA, Perl; IR & Search; Content, Knowledge, & Taxonomy Mgmt*
- *Familiarity with: Photoshop, PageMaker, FrameMaker, Illustrator, FreeHand, Flash, etc.*

Employment History

MediaNet Digital fka MusicNet Seattle, WA
02/2007 to present **Senior Program Manager** *Professional Services / Partner Integration*

- End-to-end technical owner for 14 enterprise partner relationships, each with multiple complex technical Web Service integration projects, across the globe (UK, FR, DE, KO)
- Subject Matter Expert in multiple areas; one of few conversant end-to-end, company-wide
- *De facto* program manager for Ecommerce and MediaNet's turnkey client product suite

Big Fish Games Seattle, WA
08/2006 to 10/2006 **Program Manager** *Consumer Products Group*

- Identified, owned and drove all internationalization and localization efforts company-wide
- Delivered International Payment Method recommendations with regional Product Managers

Microsoft Corporation Redmond, WA
07/2003 to 08/2006 **Program Manager** *Windows Content Globalization (WWGlobe), GPTS*

- Performed spec and globalization reviews of products, tools, and processes from **14 teams**
- Spec'd, negotiated, shipped high number of 3-, 6-, 12-month workarounds and projects
- PM'd/**shipped** enterprise-scale test tool, Octave, a multilingual markup-based content differ
- XML SME: developed stylesheets, XML schema for internal tools; developed, gave trainings

11/2002 to 06/2003 **Program Manager** *PM Team, Authoring Group, NUI Platform (AP)*

- Productized and **shipped** a machine-learning-based Statistical Speller (from MS Research)

04/2002 to 11/2002 **Information Architect** *KM Team, Authoring Group, NUI Platform (AP)*

- Team lead; KM team representative/contact with PSS and MSCOM for site visits, identified and reported on complex requirements and areas for collaboration, fostering partnerships

12/2000 to 04/2002 **Software Test Engineer** *English Semantics, Natural Language Group*

- Created, ran, analyzed linguistic test cases using large English corpora over the Semantics Layer; **shipped** a text-based NL command/query system shipped **on-by-default** in MSN8

Summary of Experience

13 years in the software industry, including:

- 10 years in PM
- 7 years at Microsoft
- 7 years in Loc
- 5 years in account mgmt & biz strategy
- 3 years in Test
- 2.5 years in NLP
- 2 years with DRM
- 2 years as manager

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Employment History, cont'd	The LanguageWorks, Inc. New York, NY 07/2000 to 11/2000 Vice President <i>Production and Web Services</i> 06/1999 to 06/2000 Application Architect / Technical Project Lead <ul style="list-style-type: none">• Led client interactions to vision, spec, and cost-estimate 3-, 6-, and 12- month long internal and client-oriented projects (both translation/localization and custom application development) valued at \$4M annually• Managed a team of 20 that successfully executed these projects on schedule and budget• Designed and led implementation of the company's ecommerce and eCRM-oriented website• Trained staff in localization techniques; tracked competitors, industry trends and technology developments; managed translation memory databases; and implemented systematic and rigorous application development and QA/Test methodologies which hadn't existed before; e.g., specs, bug tracking project databases
	Berlitz Globa/NET, a Division of Berlitz International New York, NY 10/1998 to 06/1999 Project Manager <i>Information Technology Group</i> <ul style="list-style-type: none">• Account Manager for several Fortune 500 companies, solely responsible for accounts valued at \$2M; performed project analysis, budgeted and resource allocated all steps in translation and localization processes• Coordinated site participation in enterprise-wide ISO9000 certification project, wrote extensive site-specific documentation• Wrote time-saving macros (one reduced the project analysis phase by 90%), wrote and maintained intranet websites; developed procedure/training docs where none existed before
	Microsoft Corporation (Velt Temporary Services) Redmond, WA 10/1997 to 09/1998 Japanese Linguistic Test Coordinator <i>Japanese Test Team, NLG</i> <ul style="list-style-type: none">• As a contract STE, designed and wrote test cases, ran, automated, and analyzed tests of linguistic data using large Japanese corpora; designed, automated, and ran functional tests• Coordinated and reported efforts of native-speaker team members. Automated several management-oriented reporting mechanisms (Excel charts) with VBA, cutting time by 90%
	Ark Interface II, Inc., a (then) Packard Bell-NEC subsidiary 04/1996 to 12/1996 Project Manager for Asia <i>International Group</i> Tokyo, Japan <ul style="list-style-type: none">• Established Branch Office presence for Ark Interface in Tokyo. Managed localization projects in Japan, Korea, Thailand, and Malaysia in coordination with HQ personnel
	12/1995 to 03/1996 Associate Project Manager <i>International Group</i> Seattle, WA <ul style="list-style-type: none">• <i>Full details provided upon request</i>
	07/1995 to 11/1995 Software Test Technician <i>Localized Versions</i> Seattle, WA <ul style="list-style-type: none">• <i>Full details provided upon request</i>
	GNA Corporation and Subsidiaries, a GE Financial Services Company 07/1994 to 07/1995 Human Resources Assistant <i>Human Resources</i> Seattle, WA <ul style="list-style-type: none">• <i>Full details provided upon request</i>

Education	<ul style="list-style-type: none">• Magna Cum Laude Graduate, University of Washington, Seattle; two undergrad degrees:<ul style="list-style-type: none">• Bachelor of Arts in Linguistics (Honors)• Bachelor of Arts in Japan Studies (Jackson School of International Studies)• 1993 Recipient of Henry S. Tatsumi Scholarship for Excellence in the study of Japanese• Inducted into Phi Beta Kappa National Honor Society: http://www.pbk.org/• Reed College, Portland, OR; Russian Language & Literature
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Languages Studied	<i>Advanced</i> Japanese <i>Intermediate</i> French, Russian <i>Elementary</i> Arabic, Korean, Latin <i>Linguistic knowledge</i> Swedish, Thai, Chinese, others
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Other	<ul style="list-style-type: none">• Active Aikido practitioner (Black belt 1/2004); Kids Class and Substitute Adults Instructor• Member Project Management International (pmi.org) since 2006; studying for PMP Cert.• I enjoy films, reading, music, pursuing elite fitness, and cooking and eating good food
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