

KIRK STRONG

Technical Development Team Manager

Aptos, California 95003 • +1 303-885-9873 • KirkSStrong@gmail.com

PROFESSIONAL SUMMARY

Client-focused technical leader with 20+ years of experience unraveling complex technical challenges, identifying effective solutions, and partnering with global teams to bridge organizational, cultural, and communication gaps. Leads full product life-cycle releases and tool enhancements aligned with client needs, from ideation through post-launch deployment and training. Skilled at steering organizations through complex technology change driven by merger and acquisition activity, with deep hands-on experience installing and troubleshooting high-end servers for Fortune 500 organizations valued at up to \$10M.

Repeatedly assigned by executive management to high-visibility, high-pressure environments as team lead and company ambassador at organizations including Oracle, Sun Microsystems, and Taligent (an IBM/Apple/Hewlett-Packard joint venture). Passionate about enabling clients to succeed with new technology and translating vision and user needs into next-generation products.

CORE COMPETENCIES

- Global IT & Development Project Management
- Cross-Functional Team Leadership
- Customer Engagement & Needs Analysis
- Large-Scale Technical Training Programs
- Public Speaking & Facilitation
- Product Ownership & Release Management
- Technical Auditing & Compliance
- Change Management & Organizational Transformation
- Executive & Cross-Level Communication
- Agile & Waterfall Methodologies

HIGH-PROFILE ACHIEVEMENTS

- Led the complex integration of **Sun Microsystems tools and infrastructure into Oracle's platform**, delivering a single unified solution and driving adoption through targeted communications and training.
- **Sun Microsystems Technical Lead for the Salt Lake City Olympics**, overseeing all Sun hardware across 13+ event venues; recognized by CEO Scott McNealy for flawlessly resolving issues during this globally televised event.
- **Featured on NBC's behind-the-scenes Olympics coverage** and in the Denver Post's technology section.
- Championed Guided Resolution and Customer File Management initiatives **from concept to deployment, delivering combined cost savings of \$5.6M and \$3.4M per month, respectively.**
- **Ensured reliability and uptime supporting over \$18B in revenue**, delivering 25%+ of Oracle's customer problem/solution issue interaction and automation.
- Delivered technical and non-technical training as an expert public speaker to audiences of 200+, including Senior Vice Presidents.

PROFESSIONAL EXPERIENCE

Oracle Corporation | Redwood Shores, CA

2009 – Present

(Oracle acquired Sun Microsystems)

Product Owner (2011 – Present) / Project Manager (2009 – 2011)

My Oracle Support (MOS) Development Team Product Owner, responsible for a one-stop solution serving multiple tiers of support customers across Guided Resolution, Issue Resolution Automation, Customer File Management, and Knowledge Management — including searchable knowledge/solutions, automated issue analysis, patch and update downloads, tool access, service requests, and community collaboration.

- Spearhead the safe, secure transport of large data volumes, including 30K+ monthly customer-uploaded collections, hundreds of daily guided-resolution interactions, and thousands of daily knowledge-management searches.
- Gather business and operational requirements for new features and enhancements; build and prioritize the development backlog; ensure on-time, defect-free releases that comply with legal and Oracle security standards.
- Anticipate client needs, identify trends, and resolve outages by tracing root causes and addressing issues expeditiously, including direct real-time client support via chat.

- Led acquisition efforts to incorporate Sun Microsystems tools into Oracle's infrastructure, directing integration and retirement of Sun's file management systems post-acquisition.
- Responsible for the secure receipt, processing, and storage of 100+ terabytes of highly confidential customer data, cycling at 3.5 terabytes per month.
- Identified and delivered corporate cost-saving solutions across customer service delivery.
- Brought HIPAA compliance to Oracle's service offering and resolved EU data requirements following the rejection of the Safe Harbor agreement.

Sun Microsystems | Broomfield, CO & Mountain View, CA

1996 – 2009

Support Engineer Manager (2006 – 2009) / Principal Engineer (2001 – 2006) / Senior Support Engineer (1996 – 2001)

Promoted from Senior Support Engineer to Principal Engineer to Support Engineer Manager, leading a team of ten across product introduction training, engineering and installations, tool development, client satisfaction, issue resolution, and product ownership for a global territory spanning Switzerland, Malaysia, Canada, Mexico, and the entire U.S.

- Member of the international "fly and fix" team supporting Sun's multi-million-dollar high-end servers for Fortune 500 organizations, traveling to customer sites on short notice to resolve critical issues and outages.
- Technical lead for high-visibility projects including the Salt Lake City Olympics — owning hardware and security across event venues, patches, field change orders, system audits, and staffing, while ensuring real-time data feeds reached major media outlets without interruption.
- Directed teams in new platform and beta installations, including pre-install site reviews, evaluations, and audits.
- Trained 200+ field service engineers on newly released products and complex beta procedures.
- Developed and rolled out factory-spec server re-certification procedures to ensure adherence to manufacturer control processes and specifications.
- Reviewed, prioritized, and responded to product and development software requests, environment outages, and defects while ensuring compliance.

Taligent | Cupertino, CA

1995 – 1996

Product Release Manager

Led a team of six technical professionals responsible for final build verification and managing "Gold Image" software releases.

- Defined "Gold Master" application build requirements and installed and maintained hosts to ensure compliance with standard requirements.

The Santa Cruz Operation | Santa Cruz, CA

1989 – 1995

System & Network Specialist

Began career as a network troubleshooting engineer deploying and testing networks and building laboratories; promoted to roles spanning quality assurance, final product releases, development engineering, and client-server test programs.

- Reproduced and investigated customer escalations with emphasis on network software and configurations; deployed CAT5 distributed network infrastructure.
- Served as Unix system administrator across ATT SVR4, Solaris, Windows, SCO UNIX, and Xenix, and worked with major PC networking standards (BNC, Ethernet, Token Ring, SMB/LAN Manager, TCP, RPC/NFS).
- Developed C-based TCP socket, TLI, and NFS RPC load and intercommunication test suites.

EDUCATION

B.S. in Computer Engineering — University of California, Santa Cruz

Total Quality Management Certificate — University of California, Santa Cruz Extension

CERTIFICATIONS

- **Project Management Professional (PMP)** — Project Management Institute
- **Certified Associate in Project Management (CAPM)** — Project Management Institute
- **Professional Scrum Product Owner (PSPO I)** — Scrum.org
- **Professional Scrum Master (PSM I)** — Scrum.org

TECHNICAL EXPERTISE & TOOLS

Project Management: Jira | Confluence | Primavera | Microsoft Project — applied to both Agile and Waterfall development

Scripting & Languages: CSH, KSH, PERL, Python, PHP, and other industry-standard scripted and compiled languages