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Nathan McCourt

"Teamwork is the fuel that allows common people to achieve uncommon results."
--Andrew Carnegie
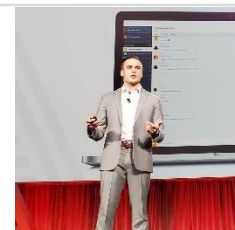
Current Position: Product Manager at Avaya Inc.

Website: nathan.technology

Location: Milwaukee, WI
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LinkedIn: linkedin.com/in/nathannmccourt

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https://nathan.technology › About

About Nathan

Creative and industrious Digital Communication Technology professional who is adept at combining technical expertise, user experience, and business acumen best practices to set a vision and enthusiastically motivate innovative change among internal and external stakeholders. Exceptional ability to communicate strategy and present technical concepts to a broad audience.

https://nathan.technology › Education (May 2017)

Education | UW – La Crosse

University of Wisconsin – La Crosse Bachelor of Science in 2017
Major: Computer Science, Minor: Business Administration
Google Student Ambassador trained at corporate headquarters as student talent liaison and campus event coordinator

https://nathan.technology › Job Experience › Avaya Inc. › Product Manager (August 2019 – Present)

Job Experience | Avaya Inc., Chicago, IL | Product Manager

Reporting to Director of Product Management and leading a cross-functional team of over 50 developers (multinational teams in 4 countries) in user research, UI/UX design, planning, marketing, and release of a digital communication platform
- Owned the Digital Roadmap, feature design, product marketing, and release of the Contact Center as a Service (CCaaS) platform with focus on digital channel integration, customer interaction orchestration, AI automation, and service APIs
   - Managed the agile user stories, backlog, design reviews, and beta testing for over 20 major persona-driven features
   - Aligned all features to establish the goal of growing to 300k users within 5 years based on customer priorities
- Championed Avaya's public API developer program and portal release. Opened a new integration point for over 50 early adopting customers and partners to integrate their current business applications into new SaaS alternatives
- Independently researched and proposed the business case that motivated internal adoption of a new coding platform GitHub, ultimately contributing to improved efficiency in cloud application development and public open-source releases
- Selected to present at ENGAGE, the company's premier annual user event (over 3000 attendees) for the past 3 years:
   - 2020 keynote speaker with EVP Product: Capitalizing on an extensive ecosystem of SaaS solutions and tech partners
   - 2019 floor demo: Integration of smart home technology with contact centers to streamline digital channel UX
   - 2018 floor demo: Application of real-world smart city IoT technology use cases assisting in response to disasters

https://nathan.technology › Job Experience › Avaya Inc. › Digital Transformation Engineer (July 2017 – August 2019)

Job Experience | Avaya Inc., Chicago, IL | Digital Transformation Engineer

- Engineered and prototyped over 50 custom applications to exhibit the 'art of the possible' in customer presentations aimed to dramatically improve collaboration between consumers, digital communication tools, and contact centers
- Presented use cases and demonstrated applications for hundreds of customers (including C-suite level) with Macy's, Comcast, AMEX, Wal-Mart, Allstate, etc. Helped secure 10 contracts ($1+ million) and 1 contract exceeding $10 million
- Led a team of 10 developers to build and deploy a consolidated site for sales teams (up to 1000 users) to demo the Avaya SaaS suite to customers and a custom virtual demo platform presented to hundreds of customers and partners in all major Avaya Customer Experience Centers across the globe

https://nathan.technology › Job Experience › Aptar Inc. › Business Intelligence Analyst (May 2014 – July 2017)

Job Experience | Aptar Inc., Mukwonago, WI | Business Intelligence Analyst

Analyzed and organized data remotely while attending school full-time following a 5-month internship (May-Sept. 2014)
   - Designed and programmed five major sales and inventory data analytics models and dashboards
     - Used by over 300 Aptar employees to help make business decisions on product performance based on defined KPIs
   - Programmed and debugged Data Transfer Process chains and SAP SQL queries for more scalable data processing
   - Enhanced the company's ticketing system to reduce BI team's pending bug fixes by over 50% in three months

https://nathan.technology › Technical Qualifications and Interests

Technical Qualifications and Interests

Software Skills	**Product Management Skills**	**Development Skills**	**Interpersonal Skills**
Visual Studio, Android Studio, GitHub	Agile Leadership	Python, Java, JavaScript, C, C++, C#, SQL, HTML, CSS, PHP	Presentation Skills
Microsoft Power BI and Tableau	Product Roadmap and Release		Public Speaking
Atlassian Suite (Jira, Confluence, etc.)	SWOT Analysis	API Design	**Personal Interests**
Docker, Jenkins, Azure Platform	Certified SCRUM Product Owner	Cloud Application Design	Snowboarding, Investing,
SAP Software Suite	LinkedIn Learning Coursework	Website development	Travel, Cooking, Drone
Figma Design Studio		Mobile app development	Filmmaking and Editing
Adobe Suite (XD, Photoshop, Premiere)			