

## Case Study: Technical Project Management

We helped Jeff get his dream job within just a month!

»»» Here's what Jeff had to say about our work:



Jeff Quan  
1 review



★★★★★ 4 months ago

CareerTuners is amazing! I chose them over a few other ones due to the cost, service and professionalism they showed during the investigative process. Once I began working with them, the whole process is not rushed, they are patient and very responsive. I worked with Saira to update my resume and LinkedIn profile. She made sure to take whatever time it took to pull all the information about myself until she had enough. Saira was very thorough in her approach and when the finish products came out it was definitely a winner! Once I started using the new resume it was night and day, I definitely got more hits and opportunities for the initial screen interviews which led to 2nd and 3rd rounds interviews. Remember it is an investment that you make in order to improve your position and CareerTuners will get you there in no time. Thank you to the CareerTuners team!

### **Jeff's backstory:**

He was looking for Technical Project/Program management roles but got no response at all. His resume made him look like a “doer” and not an “achiever.” It also wasn’t ATS compliant.

### **Here's what we did for his resume:**

- 1** Highlighted his technical project management skills with more accomplishments. Added key projects and successes.
- 2** Used a structure that showcased the success of each project in a clear, organized manner.
- 3** Adopted an ATS-friendly format to ensure successful parsing. Added relevant keywords.

### **Where is Jeff now?**

As soon as he started using the new resume, he started getting interviews. Within just a month of his resume revamp, Jeff got a job.

He is currently serving as a Senior Project Leader at ASSA ABLOY Opening Solutions Americas.

**Warning:** The following pages have been saved as images in order to protect Jeff's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring him, please email us at [contact@careertuners.com](mailto:contact@careertuners.com).

# Here's the resume we made for him:

## JEFF QUAN

714.493.8686 | [jfquan@yahoo.com](mailto:jfquan@yahoo.com) | Diamond Bar, CA 91765 | [LinkedIn](#)

### Transformational Program Leadership | Risk Mitigation | Continuous Improvement Initiatives | People Leadership

Spearheads large-scale, client-centric projects and programs to deliver cutting-edge solutions across multiple industries; aligns capital and human resources, builds strategic vendor partnerships, and ensures regulatory compliance. Drives long-term product management by leveraging extensive experience handling end-to-end product lifecycle from requirements analysis to project scoping, design, implementation, testing, and deployment; resolves project conflicts and addresses resource requirements to improve efficiency, productivity, and business processes, leading to successful attainment of organizational goals.

*Key Skills:* Product/Project Operations Excellence, Technical Solution Design, Market Research & Analysis, P&L Management, Supply Chain Management, Resource Management, Risk Management, Stakeholder Management, Progress Tracking, Reporting

*Technical Skills:* Jira, Confluence, Workfront, SAP, Agile, Microsoft Office Suite (Word, Outlook, PowerPoint, Excel)

### PROFESSIONAL EXPERIENCE

#### Senior Program Manager, Linksys

07/2021 – 05/2023

Consistently achieved exceptional results by successfully meeting project milestones and delivering high-quality outcomes on time and within budget. Managed a 5-10-member team and drove multiple product development teams from product conceptualization to distribution. Demonstrated resourcefulness and strategic planning in developing and managing project requirements, resource plans, and production schedules of multimillion-dollar projects aimed to deliver innovative solutions.

#### ISP (Internet Service Provider) Projects

- Led 4 ISP product projects within the agreed deadline, including overseeing the pilot testing and production of ISP products and ensuring adherence to product specifications, regulatory requirements, and customer satisfaction.
- Achieved impeccable quality standards and visual appeal for hardware products through rigorous inspections. Orchestrated seamless collaboration with contract manufacturers for successful pilot runs and production readiness.
- Successfully achieved low-cost terms and optimized expenses for manufacturing and supply chain operations. Carefully reviewed quotes and specifications to ensure alignment and cost accuracy.

#### App Improvement Projects

- Successfully managed and executed 4 app improvement projects, including Linksys 3.0, Linksys 3.1, and subsequent versions.
- Oversaw the development and testing of app features and collaborated with cross-functional teams to gather requirements and define project deliverables; conducted regular meetings and updates to keep stakeholders informed.
- Improved accuracy and minimized errors in app improvement projects by implementing a test automation framework.
- Ensured efficient execution of app releases within specified sprints by conducting bug reviews to identify critical issues, allowing for necessary adjustments in the release timeline and prioritizing bug fixes accordingly.
- Enhanced the user experience by implementing improvements based on customer feedback and data analysis.
- Played an integral role in collaborative decision-making processes to create product roadmaps aligned with emerging technologies, providing valuable input on feasibility and timelines for product development.

#### Critical Regulatory Project Delivery

- Successfully revitalized a stagnant, 2-year-delayed regulatory project in Asia by taking ownership and implementing strategic actions to drive the team toward success.
- Demonstrated exceptional project management skills by meeting the regulatory requirement by the end of 2021, obtaining an extension for subsequent products, and ensuring full compliance with governing bodies by May 2022.

#### Stakeholders & Team Management

- Effectively managed stakeholder relationships by establishing clear and efficient communication channels and providing regular progress updates, timelines, and deliverables. Proactively addressed and resolved any issues or discrepancies.
- Successfully managed conflicts and disagreements within the team, including language barriers, by arranging for translators to facilitate effective communication and ensure accurate understanding during discussions and meetings.
- Adapted agile methodologies by conducting stand-up meetings to discuss progress, challenges, and next steps. Customized the frequency of stand-up meetings to accommodate team preferences and ensure efficient collaboration.
- Held weekly meetings with a cross-functional team, including firmware developers, product managers, cloud team members, app developers, and regulatory personnel. Fostered open communication by actively reaching out to team members.



### **Engineering Program Manager, Jacuzzi**

12/2020 – 06/2021

Oversaw development and improvement of low-cost Jacuzzis in collaboration with teams, including mechanical engineers, manufacturers, product team, and sales personnel, to develop and improve the Jacuzzi product. Conducted water tests for real-time feedback and improved seat design and jet placement for enhanced customer satisfaction. Created detailed project plans that outline the necessary steps and actions required to complete the spa project successfully. Utilized engineering principles, such as Failure Mode Effects Analysis (FMEA), Design of Experiments (DOE), Quality Function Development (QFD), Design for Assembly (DFA), and Design for Manufacturing Assembly (DFMA). Steered sales increase due to cost adjustments for the Jacuzzi products during COVID-19.

### **Senior Project Manager, Spectrum Brands**

09/2015 – 12/2020

Delivered ~200 projects, including commercial projects with builders, such as KB Homes. Oversaw the installation of Pfister Faucets in homes across regions and consumer product projects for retail stores, like Home Depot and Lowe's. Served as the point person for requesting and reviewing quotes from suppliers, making collaborative decisions on vendor selection, and managing the approved vendor list. Mentored 3 junior project managers, contributing to their skill development. Leveraged project management tools and databases; established spreadsheets to effectively track project progress, control budgets, and analyze data from various reports, while ensuring alignment with expectations and identifying areas for improvement.

#### *1<sup>st</sup> Project: Innovative Project Management*

- Led a complex and innovative project to design and manufacture an innovative faucet design, navigating mechanical challenges and incorporating intricate folds and cuts. Created a visually stunning product available in various finishes, including gold, silver, and black, meeting design specifications, negotiating costs, and delivering the product on time and under budget.

#### *2<sup>nd</sup> Project: Design-Critical Project Delivery*

- Championed on-time delivery of a challenging project having a design discrepancy during the sign-off phase, requiring immediate action. Led daily meetings with teams to coordinate design changes, obtain sign-offs, and manage the production timeline.
- Strategically chose partial air shipping over traditional ocean shipment to expedite inventory delivery; conducted a cost analysis to balance expenses, meet customer expectations, and preserve the company's reputation for reliability.

#### *3<sup>rd</sup> Project: Virtual Project Management Solution*

- Led the implementation of a remote video conferencing solution during the COVID-19 pandemic, enabling virtual pilot runs and production oversight. Addressed issues and steered iterative improvements by establishing a process for remotely inspecting the production line in collaboration with team members.
- Transitioned the organization to a cost-effective and efficient remote workflow, eliminating the need for travel and reducing overhead expenses. Ensured continuity and optimized project management across different time zones by spearheading the adoption of video technology as a standard practice for future projects.

### **Engineering Program Manager, Belkin**

10/2010 – 09/2015

Managed and contributed to 60-65 projects, including WeMo, power lines, range extenders, and entry-level routers, thereby ensuring defect-free releases through detailed planning, testing, and QA efforts. Prioritized customer feedback and worked closely with cross-functional teams to build reliable and cost-effective technology solutions that deliver maximum value.

- Successfully led and delivered new product introduction projects, sustainability initiatives, and cost-cutting efforts, resulting in streamlined processes, enhanced product quality, and improved market competitiveness.
- Generated revenue growth by 10+% and reduced costs by 10+% through the execution of robust marketing campaigns and strategic management of vendor relations, while providing industry-leading consumer networking engineering programs.
- Boosted productivity by 20% by delivering strategic support to the professional development of 5+ personnel, mentoring junior officers, and coordinating on-site training on skills enhancement.

**Previously: Program Manager/New Product Development, Vizio, Director - Design Services, Gateway Inc., Director - Web & Marketing, eMachines**

## **PROFESSIONAL DEVELOPMENT**

**Bachelor of Science in Business Administration (Marketing), Minor in Economics, California State University**

# And here's the resume he was using before he worked with us...

## JEFF QUAN

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### SENIOR PROGRAM MANAGER

**Agile, innovative, and highly accomplished** project management professional with extensive years of comprehensive experience spearheading complex projects and programs and delivering client-centric solutions across multiple business industries.

- Demonstrated a proven track record of success in leading all phases of diverse projects, including home networking and accessories, entertainment products, home and hardware, and consumer electronics.
- Equipped with strategic leadership and capacity to manage \$10M+ projects aligning business goals with technology solutions to drive process improvements and identify opportunities for competitive advantage.
- A multifaceted senior leader who is adept at developing project scope and business plans, delivering projects within the timeframe and budget, and directing marketing campaigns to expand brand or product outreach.
- Leverage technical acumen, exceptional communication, and interpersonal skills to facilitate discussions or negotiations with key stakeholders, interface with all levels in the organization and foster team collaboration.
- Possess strong analytical and problem-solving skills to forecast and address project needs, establish key performance metrics, track project milestones against project plan, and reduce costs up to 25%.

### CORE COMPETENCIES

Project Management | Program Management | Product Development Life Cycle | Resource Planning | Budget Planning | Vendor Management | Packaging & Business Documentation | Design Reviews | Supply Chain | Prototype Strategic & Organizational Leadership | Team Collaboration | Verbal & Written Communication Skills |

### PROFESSIONAL EXPERIENCE

#### SENIOR PROGRAM MANAGER, Linksys, Irvine, CA

July 2021 – Present

*Play a vital role in handling multiple programs that adhere to Linksys' product development life cycle, ensuring products meet the three On's and constantly comply with health and safety requirements and company rules and regulations.*

- Exhibit professional aptitude and knowledge in practical leadership to innovatively lead multiple product development teams from concept creation to product distribution using the product life cycle process.
- Administer programs comprising cross-functional disciplines of different sections, such as user experience, industrial design, QA, mechanical and packing engineering, marketing, supply chain, technical publications, service, and finance.
- Execute resourcefulness and applied strategic techniques in creating, developing, incorporating, and managing staffing requirements, resource plans, program budgets, product cost targets, product schedules, and product deliveries.
- Contribute to the team efforts by actively participating in the process and business workflow improvements of product life cycle, cost-downs, and internal division processes.
- Constantly update report program status to multi-tiered audiences, including teams, peers, BU directors, and executive staff.

#### ENGINEERING PROGRAM MANAGER, Jacuzzi, Chino, CA

December 2020 – July 2021

*Developed project plans and led best-in-class spa projects to meet sales goals and business needs.*

- Oversaw global projects with a cross-functional team in introducing new and ever-changing products with concentrated point-of-view on meeting key metrics, including but not limited to cost, quality and timing.
- Assured manufacturing process capacities are evaluated and integrated into the overall product design.
- Supported the multiple global new products and sustaining roadmaps, project milestone processes, and metrics.
- Managed and reported on projects in all areas, including funding, product costs, product quality, productivity, safety, ergonomic, environmental, space, and timing limitations.

#### SENIOR PROJECT LEADER – NPI, Spectrum Brands, Foothill Ranch, CA

September 2015 – December 2020

*Provide strategic direction and leadership for large-scale and top-priority NPI initiatives to support Pfister's business.*

- Cultivated multiple project plans, including project scope, goals, budget estimates, schedules, resources, tasks, contingencies, and other deliverables, and coordinated all related activities to meet deadlines.
- Functioned as a critical point of contact and exhibit senior-level ownership overall project meetings, reporting project status to the management, and translating client requirements into suitable project approaches.
- Utilized project management tools and databases to track project progress, control budget to achieve unit cost targets, determine misalignments with expectations and analyze a large volume of data from various reports.
- Actively engaged with various process improvement initiatives, collaborating with specific team members to bolster business workflows and provide technical expertise and key input to enhance systems.
- Identified and mitigated specific project risk factors through careful analysis of financial and statistical data, anticipating and managing changes effectively in fast-paced global business environments.



# It was difficult to read and did not showcase his program management expertise....

Jeff Quan

continuation

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**ENGINEERING PROGRAM MANAGER, Belkin, Irvine, CA**

October 2010 – September 2015

*Lead vital functions in a multifaceted role, spearheading various programs and projects engineering reliable, scalable, and cost-effective technology solutions to address the company's rapidly evolving needs.*

- Directed all phases of Cisco to Linksys product transition, including packaging, project documentation, hardware, software, firmware changes, and other modifications for regulatory compliance.
- Administered the global rollouts of engineering development programs such as WeMo, power line, range extender, and entry-level routers, ensuring defect-free releases through detailed planning, testing, and QA efforts.
- Delivered industry-leading consumer networking engineering programs that generated revenue growth of 10%+ through robust marketing campaigns and reduced costs by 10%+ by strategic vendor management.
- Developed processes and policies, including proactively recommending improvements based on historical results or feedback from customer experience and participating in the implementation of process changes.
- Improved productivity by 20% by assisting with the professional development of 5+ personnel, coaching junior officers, and facilitating on-site training to enhance skills and competencies.

**PROGRAM MANAGER/NEW PRODUCT DEVELOPMENT, VIZIO, Irvine, CA**

April 2009 – October 2010

*Coordinated with various cross-functional teams within technical, financial, marketing, and management to develop and deliver innovative home entertainment products, providing expertise to unveil Beyond TV product lines.*

- Managed the overall integration of project activities, including communicating with the marketing team on packaging, manufacturers, and engineers for product design, technical specifications, and quality requirements.
- Served as a key member of the product development team, contribute to the development of product roadmaps, and assessing the project feasibility by analyzing technology, resource needs, and market demand.
- Spearheaded the launching of Beyond TV programs within the timeline and budget constraints that resulted in gaining an advantage over direct competitors and increasing market share by 10%+.
- Completed the localization and translation initiatives for Beyond TV product lines ahead of schedule and with cost savings of \$1M+ by negotiating contracts with language-service providers, collaborating with instructional designers, and establishing localization processes focusing on technology.

**DIRECTOR FOR DESIGN SERVICES, Gateway Inc., Irvine, CA**

November 2003 – June 2008

*Leveraged project management and technical skills to lead design and implementation projects for technology products.*

- Supervised a team of 10+ developers, analysts, and network specialists based in Irvine, CA, and Sioux City while communicating with the team to outline work plans, assign duties, and establishing the scope of authority.
- Commended for maintaining an impressive track record of 100% on-time project completion while reducing the company's shipping costs through efficient coordination, vendor management, and effective resource utilization.
- Decreased localization costs by 25%+ by centralizing and streamlining the localization strategy for various Gateway products into a dozen languages and overseeing the end-to-end localization workflows.
- Collaborated with key stakeholders, including third-party vendors, sales, and product managers, to create an innovative and appealing packaging design while aligning technical specifications with the brand message.

**DIRECTOR FOR WEB, eMachines, Irvine, CA**

July 2000 – November 2003

*Executed multi-channel marketing campaigns for new product releases that matched with business objectives.*

- Functioned as the product champion, managing all reseller point-of-sale materials for advertising and product launch, completing specification sheets, identifying revenue opportunities through roadmaps and buyer personas, and collaborating with the marketing team to produce engaging web content and interface.
- Generated revenue growth of \$1.1M+ within three years by conceptualizing the development of the first e-commerce website offering personal computers online with a fulfillment system on same-day shipping capability.
- Revamped the website, including coordinating maintenance and upgrading to assist independent retailers, namely Best Buy and Costco, improving retailer locations for more efficient logistics, and minimizing competition.
- Utilized analytics to determine opportunities for improvement and kept abreast of digital industry trends, customer experience best practices, and site accessibility requirements to enhance the website functionality.

## EDUCATION

**Bachelor of Science in Business Administration (Marketing), Minor in Economics**

California State University, Los Angeles, CA | September 1986 – June 1991

## TECHNICAL SKILLS

**Jira, Confluence, Workfront, SAP, Agile, Microsoft Office Suite (Word, Outlook, PowerPoint, Excel)**

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