Douglas L. Milvaney

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Education

University of Virginia, Charlottesville, VA; graduated May 19, 2013 with High Distinction

BS in Computer Science, UVA School of Engineering and Applied Science; core GPA: 3.792

Engineering Business minor, UVA McIntire School of Commerce; cumulative GPA: 3.660

Employment Experience

Microsoft Office Program Manager 2 (June 2015 – Present)

- Currently operating as project lead and ship driver for top business priority user scenario, which involves defining the scenario's minimum viable product, managing internal and outward communication, and driving priority alignment between eight feature crews spread across different teams and organizations.
- Identified major user pain points in the asynchronous collaboration space, validated them via user feedback studies, defined the long-term vision for addressing them, helped architect the solution's client-server integration and APIs, and have started to iteratively ship new document activity feed experiences to enable users to more efficiently collaborate in asynchronous situations.
- Designed, built, and shipped internal cross-feature usage dashboards that enable our team to answer key business questions around user acquisition, engagement, and retention of Office's collaboration features.
- Selected to and participated in Microsoft's Lab One leadership training program for high-potential employees where I learned and applied new mental models for how to best incorporate and utilize diverse perspectives and working styles to deliver great features to users.
- Acted as summer intern coach and lead, helping them recognize collaboration opportunities, providing guidance and feedback during the spec writing process, and teaching useful skills around gathering customer feedback and deriving insights from data.
- Serving as team's patent lead to identify and patent new designs and concepts, resulting in a 400% increase in our team's patent footprint and throughput.

Microsoft Office Program Manager (August 2013 – May 2015)

- Designed, spec'd, and shipped new cross-platform, cross-device Office (Word, Excel, PowerPoint) auto-save and version history features to teach users about auto-save and increase user confidence while authoring documents.
- Drove alignment on design and underlying engineering architecture and managed integration across seven cross-functional teams to deliver an improved version history feature that addresses key user scenarios.
- Identified customer investigation areas and ran hypothesis-based A/B experiments in Office Online to gain valuable user confidence insights and inform consistency efforts across Office endpoints.
- Worked closely with the Windows OS team to make specific application lifecycle OS improvements for productivity applications to benefit end users' document authoring experiences on mobile devices.
- Performed and presented an in-depth user experience analysis across various devices, cloud providers, and connectivity scenarios, the results of which triggered significant product enhancements.

Microsoft Business Solutions Program Manager Intern (May 2012 – August 2012)

- Designed, managed, developed, and delivered a cloud-based search feature for a next-generation Microsoft Enterprise Resource Planning business application. The implementation is both web browser and Windows 8 application compatible achieved by utilizing a shared codebase of JavaScript, jQuery, C# and web services.
- Worked in an agile software development environment, participated in daily Scrum meetings and followed the Scenario Focused Engineering methodology.
- As product owner, conducted cross-team meetings to ensure consistency and solidarity with user experience and application development principles.
- Gathered and synthesized internal and external customer feedback in order to effectively meet and exceed stakeholder needs.
- Conducted and documented explorations of future methods of augmenting the search experience.

IBM Systems & Technology Group Software Development Intern (June 2011 – May 2012)

- Co-designed, tested, presented, implemented, and delivered a next-generation visualization platform for an IBM Smarter Water system that retrieves and monitors hydrological and meteorological data for globally dispersed sensors as part of the IBM Smarter Planet initiative.

- Delivered a customer solution to an external industry client that exceeded expectations, working in a fast-paced, collaborative environment spanning IBM Research, IBM Systems and Technology Group, and private university business partners.
- Designed and implemented software to intelligently control data mining and analytics algorithms to prevent repeated work, lowering the overall cost of the solution (in compute time, disk storage, and wall-clock time).
- Acted as project chief test engineer to implement individual unit tests cases ultimately achieving 95% test case coverage in order to reduce defects and provide a robust solution for the customer.
- Researched and implemented a variety of multi-threaded data importing, processing, and reconciliation algorithms to normalize results into a standards compliant format from a variety of disparate source formats including SOAP Requests, comma-separated-value documents, and structured textual data.
- Co-implemented a solution for dynamic content management leveraging a SQL database to render user-facing content through Java, AJAX, JavaScript, CSS and HTML.

Special Projects

Nonprofit Micro-Endowment Donations Web Development experience (August 2012 – May 2013)

- Collaboratively developed a web platform for users of the Virginia nonprofit organization, giv2giv, to make and monitor micro-endowment donations to charities of their choice. This application utilizes a CakePHP framework with a MySQL database backend. The platform also integrates with Dwolla and PayPal APIs to enable monetary donation transactions between donors, giv2giv, and charitable organizations.

International Human Resource Department Software Development experience (January 2012)

- Architected and delivered a complete Human Resource management system to replace a paper-based system for a vineyard in Mendoza, Argentina. The implementation consisted of a web accessible front-end that utilized open standards and a custom designed database backend.
- Served as external consultant for the customer by analyzing current processes and creating alternative solutions coupled with projections of the proposed benefits of implementing a new HR system.
- Increased the Human Resource department's efficiency in locating information by 1500%.
- Enabled the system to be configurable in two languages for use by the multilingual customer.

Collaborative and Social Software Development experience (Fall 2010)

- Designed, developed, tested, and documented a system to enable globally effective real-time collaboration and communication. The implementation leveraged open standards and commercial off the shelf web services to perform real-time dynamic language translation textual chat communication.

Technical Skills

- Languages: Java, C#, C++, Python, Swift, SQL
- Operating Systems: UNIX, AIX, Linux, Windows
- Web Technologies: JavaScript, Node.js, AngularJS, Express, MongoDB, jQuery, AJAX, CSS3, HTML5, PHP
- Application Middleware: IBM WebSphere, IBM DB2, Apache Tomcat, MySQL, Hadoop, MapReduce
- Development Tools: Git, XCode, Atom, Eclipse, Visual Studio, Aptana Studio 3, Borland JBuilder, Subversion Revision Control system (SVN)

Leadership and Awards

University of Virginia Men's Club Basketball (Fall 2009 – Spring 2013); President (Spring 2011 – Spring 2013)

- Fielded, coached, and managed a team of UVA students; served as liaison to the University
- Organized and ran practices, scheduled tournaments, and interfaced with other East Coast university Club teams

Thomas J. Watson Memorial Scholarship Recipient

- Received four-year IBM scholarship based on sustained academic performance and demonstrated leadership