

Troy D. Thomas

(408) 372-8384 ▪ tdthomas411@gmail.com ▪ [linkedin.com/in/tdthomas](https://www.linkedin.com/in/tdthomas) ▪ www.troydthomas.com

Location Preferences: CA, FL, TX and / or Remote ▪ Eager to travel again

Product Engineering Management Executive Product Management | Engineering | Technology | Operations

Customer-centric leader with unique combination of business, engineering and technical leadership experience within industry leading global corporations. Renowned for identifying opportunities to improve productivity while delivering corporate value and customer satisfaction. Thought leader and evangelist with a passion for pioneering enterprise platforms to build large-scale web properties with minimal capital resources. Committed to democratizing information and technology systems that empower customers.

SEARCHSTAX

2022

Senior Technical Product Manager

Privately held technology startup specializing in “Powerful Search Made Easy” using SAAS and Apache Solr search. Customers in North America, Europe and Asia.

- Created the first corporate product roadmap using the RICE scoring model prioritization framework and ProductBoard.
- Leveraged predictive analytics and machine learning for auto-suggest search results and results ranking product improvements.
- Led customer interviews, specification and engineering implementation initiatives for customer facing API development effort.
- Developed proof of concept for serverless cloud offering with engineering, UX design and customer success teams.
- Facilitated sprint planning, grooming and retrospectives with engineering teams using Jira and Confluence.
- Added Google Cloud Platform support in addition to cloud vendor capability from AWS and Azure.
- Led internationalization language search development and rollout for SearchStax Studio.
- Reviewed customer security audit certification requirements including GDPR, HIPAA, and SOC2 Type 2 compliance.
- Facilitated Sitecore OEM relationship including bug and issue resolution.

SYNOPSYS

1994-2020

Senior Product Engineering Manager - Internet Enabled Services - Sales and Support Organization (2000-2020)

Progressed through various technical positions and leadership roles as the company grew from a national \$196M (1994) company to a global \$4B world leader (2020). Led the product strategy and vision for Synopsys’ online technical support website (SolvNet) recognized as the best in the EDA industry. Built and led a global team in the USA, India and Armenia (software engineers, project managers, system administrators). Strategized and partnered with business units and cross-functional teams to drive technology initiatives.

- Grew SolvNet into a market leader on a human capital budget of \$1.3M and limited capital budget using open source solutions.
- Redesigned legacy site search system resulting in 30% reduction of zero result searches using open source Apache Solr.
- Improved customer content discovery using AI analysis techniques (breadcrumb-trail analysis, tagging, user ranking) resulting in improved site awareness, navigation and usage as well as a reduction in customer support calls.
- Engineered development of the “Tech Update”, a personalized HTML-based email newsletter sent to 35K customers.
- Led internal funding effort enabling the reengineering of Synopsys’ proprietary web content management system to an enterprise open-source system based on Java, Alfresco, Mulesoft, and Jaspersoft using RESTful API integration.
- Devised a single sign-on (SSO) authentication solution using Okta and LDAP resulting in a unified brand strategy and customer access to Synopsys’ multiple websites with decreased security risk.
- Led technical security response incident team. Developed remediation strategies and additional website security monitoring.
- Incorporated web site security measures including vulnerability testing (SQL injection attacks, cross-site scripting, fuzz testing) and 3rd party audit validation.
- Spearheaded development of SMART MBO, a web-based MBO achievement system used by over 1,000 employees.
- Championed development of the Download Center used by 40K customers utilizing Mulesoft SAP integration.
- Eliminated an external vendor contract and saved \$200K annually by building an in-house Release Alerts email notification system critical for recognizing order and service contract revenues.
- Created a continuous integration CI / CD publishing solution for Synopsys documentation using Jenkins and Perforce.
- Engineered automated Product Installation Notes process saving 120 hours of labor per software release.
- Led acquisition content integration for numerous corporate acquisitions (Magma Design Automation, Virage Logic, others).
- Modernized internal IP Center software development efforts using MySQL and PHP.
- Assisted company transition from SAP CRM to Salesforce CRM.

- Developed Zendesk service solution for general customer questions.
- Launched Adobe Omniture project for user tracking and web site segmentation.

Project Technical Marketing Manager - SOLV-IT! Online Services (1997-2000)

Promoted to transform an unreliable web system into a preeminent customer resource. Recruited and led a team of several engineers. Rebuilt SOLV-IT! (currently SolvNet) into a stable system supported by Synopsys stakeholders recognized as a vital resource by customers and employees.

- Evangelized website internally to produce valuable technical website content from stakeholders.
- Coordinated server transition to a web-hosting facility, which improved website performance.
- Pioneered development of a web-event registration system for Synopsys' User Group (SNUG) which achieved \$150K per year revenue collection, improved productivity and saved labor hour costs. System was used for 7 years.

Applications Engineer - Global Support (1994-1997)

Provided complex remote and onsite software customer support in high-pressure situations. Initiated and worked with release engineering and technical publications to engineer more predictable processes for trouble-shooting licensing/installation issues saving man-hour costs and improved customer experience.

- Won awards for Outstanding Technical Customer Support and Consistent Excellent Customer Service.

NORTHROP GRUMMAN

1991-1994

Technical Support Engineer - Customer Onsite Support (1993-1994)

Responsible for complex onsite hardware and software support inside the Air Force Satellite Control Network (AFSCN).

Software Engineer - Satellite Development (1991-1993)

Wrote software using UNIX, C and SQL for OMUE, real-time satellite telemetry applications package.

EDUCATION

SANTA CLARA UNIVERSITY, SANTA CLARA, CA
Executive MBA

2006-2007

UNIVERSITY OF CALIFORNIA, DAVIS, CA
BS, Computer Science; Minor, Education

1989-1991

CERTIFICATIONS

Management Leadership: Managing Through Influence, Leadership Challenge, Situational Leadership
Technology: AI & ML for Product Management, Certified Product Manager, Certified Scrum Product Owner, UNIX Systems Administration, UNIX Programming, Object-Oriented Programming

COMPANY AWARDS

Synopsys - "Customer Wall of Fame" for Outstanding Technical Customer Support (1997)
Synopsys - "Engineer of the Year" for Consistent Excellent Customer Service (1996)

INTERESTS

Pickleball, Pinball