

Jerry Harris

25 Parker St
Lexington, MA 02421

jerry@jerryharris.info
781-956-6677

Software Product Development Leader

Extensive hands-on experience in all phases of the software product development cycle, including software engineering, product management, UI / Usability, and quality assurance. Experience working in small startups and large companies managing multi-national teams from 5 to 150 people. Created and shipped several world-changing innovative products on diverse platforms: smartphones, Windows and Macintosh computers, web browsers, and backend web server platforms.

- Proven leader at setting vision and leading cross-functional teams.
- Confident in building adaptable and innovating software product teams.
- Strong technical analysis and design ability.
- Effective professional mentor and coach.
- Exceptional interpersonal and communications skills.
- Expert at learning new technologies to assess their uses and applicability.

Professional Experience

Nokia, Inc., Burlington, MA

Director, Web Browser and Web Run Time Product Development

Oct 2007 – Jan 2011

Director of cross-functional, multi-site team defining, developing, testing and delivering a full touch-friendly **Web Browsing** experience and **Web Run Time** application platform to Nokia's entire line of Symbian-based smartphones.

- **Leadership:** Led-by-example to motivate and focus teams on user-driven results while managing near-constant change in schedules and re-organizations. Instilled a **culture of adaptability** to evaluate and change internal processes, teams and technology choices to yield the highest possible level of productivity. Ensured the Browser Leadership team was coordinated on decision-making and communication practices for setting organization-wide priorities.
- **Strategy:** Defined strategic product directions for the Web Browser and Web Run Time platform. Re-engaged with **open source community on WebKit** engine development. Re-designed UI to incorporate modern browser features. Unified browser code lines across 20 fragmented device families and 3 OS platform versions. Re-engineered the US and India site strategy and responsibilities, resulting in autonomous product development teams in Boston, Mountain View, and Bangalore.
- **Product Development:** Expanded the scope of stakeholder engagement to include usability studies, Nokia-wide roadmap reviews, and company-internal engineering collaboration initiatives. Oversaw the automation of almost all test cases. Rolled-out Agile development process and risk-based decision-making system. Created a new team to support the Web Run Time developer ecosystem. Directed several **technology innovation** initiatives.
- **Finance and Management:** Directly responsible for engineering and implementing 2 major re-organizations of a large organization. Defined and nominated 12 senior management positions. Oversaw the hiring of 148 new employees in 3 sites. Planned and managed \$12 million yearly budget. Balanced expenditures across resource allocation, capital investments, training, and global outsourcing.
- **Key Technologies:** **Mobile Touch Web Browser**; **Web Run Time** development platform and ecosystem; Open Source WebKit development; Platform Services APIs (eg, location, calendar, contacts, etc); cross-platform Qt APIs; hardware-acceleration using OpenGL; HTML5.

Pegasystems, Inc., Cambridge, MA

Senior Fellow

Mar 2007 - Oct 2007

Developer responsible for 2 feature areas in Pega's core business application as a Certified System Architect.

- **Key Technologies:** Java, Javascript, Visual Basic, VBA

Jerry Harris

Professional Experience cont'd.

Ruckus, Inc., Dulles, VA

VP, Engineering, Boston, MA

Jan 2005 - Jan 2006

Managed a small engineering and test team developing a music player application and a music download social networking website.

- **Achievements:** Guided team in architecture design for first **legal peer-to-peer music sharing** feature. Implemented simple product prioritization process with product management. Introduced rolling releases with incremental improvements to existing features. Managed staged release plan for major release of the year. Oversaw the complete re-design of the UI and its implementation. Hired key development and QA resources during critical transition period.
- **Shipped products:** Ruckus **Music & Video** Discovery and Download Service v2.0 with new **social networking** features; Ruckus Player v2.0 on Windows with legal P2P music copy
- **Key technologies:** Java/J2EE, Hibernate, Oracle, XML, AJAX, Flash video, Windows Media DRM encoding (audio & video), Qt cross-platform application framework

AOL, Inc., Dulles, VA

1995 - 2004

Technical Manager/System Architect, Maynard, MA

1998 – 2004

Served as technical manager for small team of engineers changing the world by creating and delivering AOL's first **Web Browser** and **AOL Instant Messenger** clients on Windows and Macintosh computers. Served as individual contributor on the Browser and AIM clients, as well as on the game platform technology demonstrations.

- **Developed mission** for distributing AOL services to customers on gaming platforms. Chose technique used for dial-up connectivity. Created framework and criteria for designing and implementing AOL Game Services SDK.
- **Acted as lead system architect and manager** for team transferring AOL services to game consoles Sony Playstation2 and Nintendo GameCube. Led technical research and analysis of Playstation2 and GameCube platforms and existing AOL technologies.
- **Rapidly synthesized requirements and technical analysis** into development plans within a fluid and dynamic environment. Adapted plans after assessing new technologies and requirements.
- **Excelled as technical leader** and developer on **AOL Instant Messenger**. Managed remote engineers and utilized travel and communication technology to mentor and keep them "in-the-loop". Successfully proposed and implemented new Alerts feature.
- **Managed low team morale** in months before office closure.
- **Shipped Products:** AOL dial-up connectivity for GameCube (2004). Joint Demonstration with Sony of AOL services (**AIM Voice Talk, AOL Radio, AOL Video**) for **E3 Show** (May, 2003). AOL dial-up connectivity for Playstation2 (Spring 2002).
- **Key technologies:** L2TP, PPP, C++, Groove / Content Management Systems

Technical Manager, Needham, MA

1995 - 1998

- **Nurtured cross-functional teamwork and coordination.** Played an active role in product design bringing together stakeholders from quality assurance, marketing, business development, and engineering to produce creative and effective product designs and development plans.
- **Cultivated new feature innovation** to remain competitive with Netscape, ICQ, and Microsoft. Competition provided focus on timely and high-quality product releases of **AOL Browser** and **AOL Instant Messenger**.
- **Evangelized software ease-of-use** inside and outside organization. Led team to be customer-focused to keep customer support costs low. We received several positive reviews on AIM's ease-of-use.
- **Managed schedules** by aggressively controlling bug counts, clarifying marketing requirements, and limiting feature creep. As a result, we delivered frequent, high-quality releases of code; sustaining significant weekly releases for months at a time.
- **Managed low team morale** during 2 organizational crises of a product discontinuation and office closure. In first case, we responded proactively to deliver a high-quality, on-time browser release over the course of 7 months. I moved AIM development and QA to new team location and team structure with no major disruption in development and releases. I demonstrated strong commitment by continuing AIM team management while commuting to Virginia.

Jerry Harris

Professional Experience cont'd.

AOL, Inc., Dulles, VA (cont'd)

Technical Manager, Needham, MA

1995 - 1998

- **Shipped Products:** Netscape's AOL Instant Messenger ('98). AOL Instant Messenger (weekly releases starting Oct'97). Integration of MSIE v3.0 browser in AOL client v3.0 (Jun'97). **GNN Internet Service** with **Web Browsing, Email**, NetNews, and IRC client applications (Oct'95). AOL Browser v2.5 (Jun'95) and v3.0 Sept'96).
- **Key technologies:** Windows C++, Early adoption of iterative, rapid Agile release plans, XML

Booklink Technologies, Inc., Needham, MA (Acquired by AOL, Inc. Jan'95)

Principal Software Engineer

Nov 1994 - Jan 1995

Individual contributor at CMGI-funded startup developing early Web Browser.

- Added OLE Automation to InternetWorks browser in my first week for Comdex show demo.
- **Key technologies:** Windows C++, OLE Automation, DDE, HTML/HTTP

Interleaf, Inc., Waltham, MA

1990 - 1994

Software Engineer

Jan 1994 – Nov 1994

Primary engineer responsible for new development and maintenance of HyperLeaf Toolkit.

- **Key technologies:** Lisp (Common Lisp-like), Perl, Csh, Awk, Emacs Lisp

Senior Consultant

1990-1994

Worked closely with clients to define, design, implement, and deliver custom document processing solutions.

- Awarded Interleaf's Advanced Technology group's Most Valuable Employee for 1993.

Sikorsky Aircraft, Stratford, CT

Software Engineer, Advanced Technology Group

1988 - 1990

Led system integration work on Portable Intelligence Maintenance Aid project.

Education and Other Honors

U.S. Patent #7,617,458 – Managing Navigation and History Information

This invention relates to managing navigation and history information in a computer application or utility, for example, in a browser application or in an online service provider environment.

Harvard Law School – Program on Negotiation

Negotiation and Dispute Resolution Seminar

2006

Mediation and Conflict Resolution

2010

Georgia Institute of Technology

Master of Science, Computer Science

1988

Florida State University

Bachelor of Science, Computer Science

1986