

Bob Schoenthal

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History **Silicon Valley Hacker** (Silicon Valley, CA)

February 2013 – Present

Moved to Silicon Valley early 2013 to be closer to tech, grow network and continue learning through hackathons, conferences and contract work.

- Took 1st place (out of 17 teams) in June 2013 “Silicon Valley Start-up Weekend: Enterprise” with Loom, a real-time value chain tracking and control product.
- Received an honorable mention for design and pitch during The Money Game Design Jam for ‘Meep Saver’, an interactive savings account.
- Contracted as a Product Manager to Panotip (Online Help), Xvolve (Social Apps) and Rosenblueth Enterprises (Social Apps).
- Worked briefly handling operations (management of classes) at the Founder Institute.
- Learned fundamentals of programming through CodeAcademy, TreeHouse, Lynda, Udacity and OneMonthRails.

Product Manager at Hawaii Information Service (Honolulu, HI)

March 2004 – December 2012

Managed the full lifecycle of all products, improving customer satisfaction ratings by 60%.

- Gathered product requirements through speaking with customers, bug ticketing system, and town hall meetings to then prioritize into the weekly development sprints.
- Executed a complete redesign of the UI/UX and Backend technology in 10 months that resulted in compatibility across all major browsers and mobile devices, increasing our value proposition and satisfaction ratings.
- Implemented a product versioning plan converting code to a [ASP.NET](#) MVC framework which greatly reduced development release errors while allowing the creation of better focused marketing and support materials.
- Direct the expansion of the REsearch product to Minnesota Twin-City area, and created a roadmap to expand it into the rental market.

Technical Engineer at MedicaLogic/Medscape (Hillsboro, OR)

April 2000 – January 2004

Acted as a remote and local support engineers for the software used in physician offices.

- Awarded several times for excellence in field.
- Became a leader to new agents by providing training and support to them.

Technical Support Representative at Stream International (Beaverton, OR)

June 1997 – April 2000

Provided in-bound technical support for Hewlett-Packard’s complete line of products.

- Graduated top of my technical training class.
- Promoted to ‘Mentor,’ acting as a Tier 2 support and help resource for representatives.

Skills/Interests **Technical Skills:** Agile Scrum Master, Presenter/Trainer, HTML/CSS/jQuery/Javascript, Technical Writing, Google Analytics, Excel based analytics.

Volunteer: Treasurer for Friends of Butare a non-profit seeking to re-build education in Butare, Rwanda since 2008; On team of 3 that led a fundraising event for AIDS Walk Honolulu 2011 raising \$4,500; Volunteer for Lean Startup Conference 2013.

Continuing Education: After several semesters in Honolulu I am continuing my pursuit of a degree at Mission College; completed online programming courses in HTML, CSS, jQuery, Javascript, Java, Ruby, and PHP; frequent Meet-ups related to Product Management.

Other: Started podcast ‘Product Coffee Talk’ in Nov 2013, avid gamer, currently rebuilding a Sanwa Joystick and working on home automation.