

# MICHAEL WATSON

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## OBJECTIVE

I need to be part of a kickass software team that doesn't stop at "good enough"—one for which details aren't side items but the things that complete the entire experience. I am willing to build this team if that's what it takes.

## KNOWLEDGE

### Technical

I am a Cocoa developer (C, Objective-C) with a strong Unix shell scripting and AppleScript background. I've combined this nerdery to build software updates for a variety of products, contribute to the QA lifecycle of several projects, and maintain and administer servers. In 2008, I marked the third birthday of my access control list editor for Mac OS X, Sandbox, with an update that overhauled much of its underlying code base; I've been maintaining it steadily since the first release.

### Project Management

Believing that you can't meet milestones decided by a dart board, I make sure project goals are well-understood, researched properly, and triaged with deft footwork. Human projects might evolve organically, but they're not givens, so I delight in guiding teams to the finish line. I understand how smart people think and what makes them want to create amazing software.

### Kitchen Sink

I obsess over pixels in Photoshop, push and pull paths in Illustrator until the early dawn, lose sleep over type design, and write my own (X)HTML and CSS by hand with a wire-wrapped nail directly to disk. I like how good things fit together, and it comes across in the interfaces, icons, and web sites I've forged.

My secret passion is documentation. I've come to learn that language is harder than code, but that doesn't stop me from trying to even things up, single-handedly designing and writing the documentation for Sandbox, Think, and the 1.5 release of Periscope.

I maintain my own web site at <http://www.mikey-san.net/damage>, and have written and self-published a book.

## EMPLOYMENT

### Software Designer — Freeverse, Inc — 2005-2007

I solidified the company's entire software distribution strategy during my stay at Freeverse. Software updates, distribution methods, and presentation quickly came under my wing, and related support incidents dropped sharply.

During the development of Marathon: Durandal for the Xbox 360, I hired and managed a group of QA testers while contributing to the QA of the title itself, designing a large portion of the user interface and in-game HUD, and guiding the design of a new gameplay mode for which I provided necessary game assets.

I managed the engineers and bug database for the push toward Periscope 1.5 while re[designing|writing] nearly all of the user interface and contributing general fixes. It was a towering update that fixed over a hundred bugs and saw an influx of praise upon release. It rocked hard.

My GTD app, Think, has seen tons of love from users. Designing a concentration tool for focusing on applications required that my design goals remained clear and focused through the entire process. I feel it's better than every other implementation.

**Associate Developer/Senior Technician — Bell Industries — 2004-2005**

I managed the advanced repair team for the service depot run by Bell on behalf of Apple, Inc. The depot was responsible for the ongoing servicing of portables given to Henrico County Public Schools. Problematic repairs or units that failed immediately once returned to the field would be given to my team, which I assembled from technicians whom I felt were best-of-breed. I practiced issue and unit repair tracking with my team, maintained analyses of other technicians' work across the depot, and worked with Apple SQEs to raise the efficacy of both the depot and Apple parts and procedures.

I set up and maintained imaging Xserves and supporting networks during my tenure that handled the workload of making sure HCPS systems were more than \$1,200 paperweights.

Later, I was brought over to design and develop a new user interface for DepotWorks, the company's web-based Application That Did Everything. DepotWorks comprised the tracking of our entire operation, and I found my experience in the depot itself to be invaluable in developing a workflow and interface that people didn't curse out loud.

**Apple Support Representative — Virginia Commonwealth University — 2003-2004**

**Service Technician — Capitol Mac Consultants — 2001-2003**

REFERENCES AVAILABLE UPON REQUEST.