Brooks Cutter

813-406-9600, brooksc@brooksc.com

Summary

16 years of experience at Microsoft shipping software and services*. Experienced program/product manager.*

Projects included internet scale web services, consumer applications released with windows, digital media marketplaces with millions of users, SDKs for PCs and embedded systems to enable 3rd party developers to build on Microsoft's ecosystem.   Experienced with leading projects that span disciplines, geographies and companies.   Highly skilled at defining product requirements, working cross-discipline, managing dependencies and delivering on time.   Ability to understand systems architecture and technical implementation details while also communicating effectively with upper management.   Design innovation recognized in 8 patents granted by USPTO.

Experience

Principal Program Manager Architect Aug 2008 - November 2012   Xbox Music Service, Microsoft

• Drove multiple releases of the Xbox Music Marketplace (formerly Zune Marketplace) across multiple geographically distributed engineering teams in Paris, France and Redmond, Washington.

• Evolved the music service to an Azure based cloud service which processed 20+ million music tracks across 10 countries, from a prior batch oriented ingestion/publishing system scattered across multiple data centers.

• Rotated through multiple roles based on business need including Release Manager, Architect, Scrum Master and Product Program Manager. Wrote numerous functional requirements specifications, on integrating Paris and Redmond systems on the first major project post Microsoft's acquisition of Musiwave.

• Recognized throughout the division as having a broad and deep understanding of the ecosystem and the requirements and implications in driving a change.

• Provided technical leadership across the PM team during an 18 month project to develop a music ingestion/delivery service and migrate a production service at scale from an 3rd party service.

• Owned technical relationships with music labels during annual contract renewals and negotiated division engineering commitments. Worked closely with legal for each release to define terms of service, privacy policies and EULAs for downloaded software.

Senior Program Manager Aug 2006 - Aug 2008   Zune Marketplace, Microsoft

• Drove requirements for capturing social data, integrating into the marketplace in order to convert user play information into aggregate popularity for artists, albums and users.

• Led the team, which builds the infrastructure for the Zune Marketplace catalog, ingesting metadata indirectly from labels, AMG and Billboard charts data. Developed a database and web service to support varied offers, editorial content programming and means to browse and search music.

• Managed a 3rd party who provided services for Zune including ingestion of music and metadata from labels, content preparation, hosting, delivery, financial reporting and payments.

Lead Program Manager Dec 2002 - July 2006   Windows Media DRM, Microsoft

• Hired and managed a team of 8 PMs who drove Windows Media Digital Rights Management (DRM) innovations in Windows Vista and Windows XP.

• Designed and oversaw multiple programs to support the business including a technology licensing program, breach response program and certification/conformance testing program. These programs resulted in sensitive DRM technology being restricted to companies that had been vetted, proved their ability to meet contractual requirements and built content provider trust by quickly addressing any

threats to their content protected by Microsoft's DRM.

- Drove regular reviews with VPs and Senior VPs on product plans and future strategy.
- Defined functional requirements and design for Windows Media DRM 10 and "Janus" DRM for Portable Devices. WMDRM 10 was recognized by Popular Science's 2004 list of "Best of What's New" (http://tinyurl.com/popsci2004) and was widely adopted across hundreds of devices and applications.
- Authored the WMDRM licensing terms and authored the WMDRM submission to the FCC for approval to record content with the ATSC Broadcast Flag.

Group Program Manager Aug 1998 - Nov 2002   Windows Media Codecs/Deployment, Microsoft

- To further adoption of Microsoft's streaming media technology (Windows Media, formerly NetShow) against Real Networks I hired and managed a team of Program Managers across the US, Europe and Asia.
- The result was rapid adoption of Windows Media until it surpassed support for Real and QuickTime. This adoption was achieved by evangelizing and managing projects across hundreds of partners over a wide range of industries including Broadcast (e.g. CNN), ISVs (e.g. Real, Adobe, Avid, Winamp), Education (e.g. Stanford), Enterprise (e.g. Costco, United), Embedded Chips (e.g. ARM, TI) and Device Manufacturers (e.g. Creative Labs, Rio).

Senior Consultant May 1996 - Aug 1998   Microsoft Consulting Services, Microsoft (Atlanta GA)

- Consulted on internet/intranet projects at Fortune 500 companies including Coca-Cola Company, Federated Systems Group, Southern Company and Georgia-Pacific.
- Received an award in 1997 for Microsoft consultant of the year for North America.

Consultant Feb 1995 - May 1996   The Waldec Group (Tampa, FL)

- Consulted on Internet projects at Southern Florida companies to establish secure internet connectivity and create an internet web presence representing the company and its products/services to the public.

Co-Founder March 1994 - Feb 1995   STUFF.com (Clearwater, FL)

- Developed an e-commerce site to sell T-shirts to the early X/Mosaic users.

Unix System Administrator June 1991 - Feb 1995   AT&T Paradyne (Largo, FL)

- Managed 100+ Sun workstations/servers in engineering group designing embedded systems.

Education	**B.S. Computer Science** Graduated Jun, 1993 Eckerd College (St. Petersburg, FL)
	Certified **Project Management Professional** (PMP) May 2012 Project Management Institute (PMI)

Technical Skills	**Operating Systems** – Experience with a wide range of operating systems including Windows, Unix (Ubuntu, Solaris) and Mac OS X.
	Data extraction via SQL – Years of experience with querying and aggregating data from MS SQL Server to understand customer usage for product planning and support business decisions. Some experience with developing on PostgreSQL on Amazon EC2.
	Programming Languages – currently developing with Python and Javascript, previous experience programming with Perl, Ruby, Tcl/Tk, Ansi C and Unix shell scripting.
	Cloud Services – Experienced with Azure for Xbox Music Service, and have experience building a personal web project on Amazon EC2, S3 and Heroku.