Will Thompson

Technical Product Owner | PSPO I | Product Management | Software & Systems Analysis

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PROFESSIONAL SUMMARY

Technical Product Owner with a deep software-development background and the ability to bridge product requirements, application architecture, data, integrations, and engineering execution. Experienced reading and reasoning through application code, partnering directly with software engineers, and translating operational needs into detailed user stories, acceptance criteria, technical requirements, and process/data flows. Hands-on experience with C#/.NET, SQL Server, REST APIs, web applications, React, Git, ETL, and system integrations. Also, using AI tools to accelerate requirements and technical analysis while validating outputs against source systems, business rules, and technical reality (Claude Code/CLI & OpenAI Codex/CLI).

TECHNICAL STRENGTHS

- Technical Product Ownership: Translate business and operational problems into actionable requirements and engineering-ready work.
- Engineering Partnership: Read and reason through application code, discuss implementation tradeoffs, and work directly with software engineers.
- Requirements & Analysis: Write detailed user stories, acceptance criteria, technical requirements, process flows, and data flows.
- APIs & Integrations: Experience with REST APIs, application integrations, ETL/data transformation, and host/system interfaces.
- Data & SQL: Hands-on SQL Server and T-SQL experience, including data routing, transformation, and database-backed applications.
- AI-Assisted Analysis: Use AI tools to accelerate requirements and technical analysis while validating generated output rather than treating it as authoritative.
- Web Application Architecture: Extensive experience across ASP.NET/.NET, C#, React, JavaScript, Python/Django, and web application modernization.

TECHNICAL TOOLKIT

Languages & Frameworks: C#, .NET / ASP.NET, Python, JavaScript, React, Blazor, Node.js, VB.NET, Django

Data & Integration: SQL Server, T-SQL, REST APIs, ETL, Elasticsearch, BizTalk, XML/XSLT, system integrations

Development & Delivery: Git, Bitbucket, Jira, Confluence, Agile/Scrum, Docker, WSL, PowerShell

AI: Claude Code/CLI, OpenAI/GPT/Codex, AI-assisted requirements and technical analysis, prompt engineering, LLM-focused training

PROFESSIONAL EXPERIENCE

Kardex

Product Owner

September 2024 – Present | United States

- Own product direction and delivery for FulfillX warehouse execution software, translating customer and operational needs into software capabilities.
- Lead Agile Scrum ceremonies and work closely with engineers to clarify requirements, resolve ambiguity, and maintain delivery focus.
- Design flexible product features for diverse customer environments, balancing operational workflows, technical constraints, and business outcomes.
- Use Jira and Confluence to structure requirements, collaboration, product documentation, and delivery workflows.
- Work across warehouse automation, application behavior, integrations, and customer requirements, requiring technical understanding of the underlying software.
- Facilitate customer-facing feature demo and co-design with Fortune 500 companies such as Ford for multiple high-velocity center warehouse operations.

Technology: C#, AutoStore, FulfillX, React, Jira, Confluence, Claude CLI, OpenAI, Atlassian Rovo

Abercrombie & Kent USA

Senior Application Programmer

August 2022 – August 2024 | Downers Grove, IL

- Transformed a ColdFusion web application into a modern ASP.NET C# 8 solution with REST API capabilities.
- Implemented JWT security tokens across the enterprise, requiring analysis of application authentication and integration behavior.
- Designed Keeper Security integration to improve password-management and application-security capabilities.
- Refactored a VB.NET console application into ASP.NET 8 C#, reducing the codebase by 75%.
- Worked directly in application code and architecture across C#, web applications, APIs, and security components.

Technology: C#, ASP.NET, REST APIs, Blazor, React, JWT

CSC Generation
Product Development Manager
April 2021 – August 2022 | Merrillville, IN

- Developed and maintained ETL processes for internal and vendor systems, with responsibility for data integrity and system-to-system movement.
- Used Python and Django to support application projects and analyze technical solutions.
- Championed Confluence, Jira, and Bitbucket to create a more unified development and requirements process.
- Worked across product-development concerns while retaining hands-on coding and technical analysis responsibilities.

Technology: Python, Django, Docker, PowerShell, WSL, VBA, Vue, Jira, Confluence, Bitbucket

Rising Medical Solutions
Programmer
September 2020 – March 2021 | Chicago, IL

- Coded C# for BizTalk pipelines supporting client claim-system integrations.
- Worked with customer-facing teams to clarify requirements and translate business needs into technical solutions.
- Developed T-SQL scripts for data routing and transformation, strengthening understanding of process and data flows.

Technology: C#, BizTalk, T-SQL, SQL Server

Abercrombie & Kent USA
Application Programmer
October 2019 – September 2020 | Downers Grove, IL

- Refactored an ETL job from VB.NET to .NET C#, significantly reducing code size.
- Developed JWT security tokens for web applications.
- Created a centralized logging API using .NET C# to streamline event tracking across applications.
- Analyzed and improved application architecture, integration behavior, and data-processing workflows.

Technology: C#, .NET, JavaScript, Node.js, VB.NET, SQL Server 2019

DirectBuy
Applications Programmer
April 2015 – October 2019 | Merrillville, IN

- Built a Python/Django CMS administration website and supported application requirements through hands-on development.
- Developed ETL processes to migrate data from legacy databases to Elasticsearch.
- Worked across AWS, web frameworks, data stores, and application integrations.

Technology: AWS EC2/S3, Elasticsearch, React, Python, Django, ASP.NET, C#, Git, Bitbucket

BlueSun Web Solutions LLC
Owner
January 2010 – December 2015 | Colorado, United States

- Led development of custom web solutions for government agency needs.
- Developed SharePoint web parts using REST APIs and JavaScript.
- Worked with Oracle DB, ASP.NET, and LINQ to design and implement application functionality.

Technology: PHP, SharePoint, REST, JavaScript, Oracle DB, ASP.NET, LINQ

GoDaddy
Senior Programmer
March 2009 – February 2010 | Denver, CO

- Coded high-performance C# components and WCF forms supporting website traffic processing.
- Designed ETL processes converting flat-file data into SQL Server, connecting application data to downstream analysis.

Technology: C#, WCF, ASP.NET, SQL Server, TFS

Fetter Logic, Inc.
Applications Architect
October 2008 – March 2009 | Denver, CO

- Architected and developed a custom application-configuration administration UI.
- Evangelized LINQ to SQL and implemented Agile practices for collaborative software development.

Technology: ASP.NET 3.5, SQL Server, C#, XSLT, Ajax, Agile Scrum

Current Media Group LLC
Web Development Manager
August 2007 – October 2008 | Colorado Springs, CO

- Managed a web development team of five on-site and three remote direct reports.

- Implemented a ticketing system and established a Software Development Life Cycle process.
- Delivered a gift-card website that streamlined product-data aggregation and order processing.

Technology: ASP.NET, SQL Server, XSLT, LINQ, Jira, HTML/CSS/JavaScript, Agile

Catalyst Repository Systems

Director of Custom Applications

July 2005 – August 2007 | Denver, CO

- Architected a C# application framework with federated user management.
- Implemented process improvements through repository integration and Agile methodologies.
- Delivered custom applications for Fortune 100 clients including AIG and Wyndham Resorts.

Technology: C#, ASP.NET, SQL Server, JIRA

Immedient

Senior Programmer

August 2004 – July 2005 | Denver, CO

- Implemented Microsoft CMS and developed secure .NET web applications.
- Provided vendor demonstrations and technical training, translating technical concepts for clients.
- Developed a website with single sign-on functionality.

Technology: ASP.NET, SQL Server, C#

Visa

Senior Web Programmer

March 2003 – August 2004 | Denver, CO

- Designed and coded portal architecture that exposed mainframe applications through web interfaces.
- Developed coding standards and technical documentation to improve team productivity.
- Led formation of a Shared Component Group to coordinate technical initiatives across the enterprise.

Technology: ASP.NET, SQL Server, C#, JavaScript, Attunity, Netegrity

JDA Software

Senior Software Engineer

May 2001 – March 2003 | Phoenix, AZ

- Designed and implemented features for a multi-million-dollar marketing-management web application.
- Improved application scalability and performance through software-development practices.
- Collaborated across teams to align technical implementation with business objectives.

Technology: ASP.NET, Visual Basic 6, SQL Server

Interlink Group

Senior Consultant

March 2000 – May 2001 | Denver, CO

- Led development of a web application tracking system for court systems.
- Implemented the company's first XML/XSLT production application and managed SQL Server database operations.

Technology: JavaScript, HTML, XML, XSLT, SQL Server, StarTeam, PVCS

EARLIER EXPERIENCE

- Sprint | Senior Consultant | 1999–2000 | Windows 2000 hosting, load balancing, Active Directory, SQL
- Fort Nocs | Integration Engineer | 1999 | Perl, ASP, HTML/CSS/JavaScript, security profile services
- Digitech Solutions | Web Services / Development | 1998–1999 | ASP, ColdFusion, web hosting, business development
- Internet Alaska | Technical Support | 1992–1994 | Networking, HTML, customer technical support

EDUCATION & TRAINING

University of Alaska Anchorage | B.A., English Language and Literature | 1988–1995

Zero To Mastery Academy | Computer Programming | July 2023

Recent online courses/bootcamps:

- Claude CLI Bootcamp: Zero to Mastery
- Prompt Engineering Bootcamp (Working with LLMs): Zero to Mastery
- Agentic AI Coding 101 with Zenva
- React.js Essential Training
- Learn Data Analysis with Pandas
- C# Best Practices for Developers

ADDITIONAL

Publications: Hire Programmers Who Take Pride in Mistakes (IT Tenet #1); The Importance of No Memory (IT Tenets #2).