

DAVID A BLODGETT

david@blodgettech.pro ▪ 404.405.2334

PROFESSIONAL EXPERIENCE

Professional Summary

Strategic product and program leader with expertise in driving Agile delivery, coaching product managers, and aligning cross-functional teams to deliver high-value enterprise products. Proven ability to translate business vision into practical roadmaps, manage risk, and improve delivery outcomes in complex environments.

Southwest Airlines

Dallas, TX ▪ Sep 2019 – Present

(Sep 2019 – Jan 2022 | employed through Pinnacle Technical Group as a contractor)

Principal Network Operations Center (NOC) Consultant (Jan 2025 – present)

- **Cross-Functional Leadership:** Lead strategic delivery of cross-functional product and business initiatives with end-to-end ownership of planning, execution, and delivery across Agile teams and stakeholders focused on Network Operations Control (NOC) projects.
- **Thought Leadership in NOC Strategy:** Quickly developed deep subject-matter understanding and provided strategic guidance to advance and prioritize NOC initiatives.
- **Executive Stakeholder Alignment:** Engaged and influenced senior leaders and cross-functional teams to align on business cases, requirements, and operational process changes.
- **End-to-End Initiative Delivery:** Translated complex business needs into actionable plans and drove execution across teams to ensure successful delivery and measurable outcomes. Improved efficiency through process improvement in 2025 allowing a reduction of departmental supplemental staff of 5% with another 15% reduction planned for 2026.
- **Product Ownership Support:** Provided product ownership and delivery oversight to strengthen implementation quality and ensure adoption of new capabilities. Analyze complex business requirements, recommending business process improvements and breaking down into technical implementation requirements for development or low-code solutions.

Senior Manager, Network Operations Center (NOC) Optimization (Mar 2023 – Dec 2024)

- **Innovation in Optimization Applications:** Driving innovation in the Optimization Applications and Services used by the NOC. Participate in developing the strategy and vision for the assigned product area and looking after product roadmaps and features based on SWA and NOC operational strategy.
- **Build Effective Agile Product Team:** Built and led cross-functional Agile delivery teams, mentoring team members and facilitating their success in fast-paced, iterative environments that included Product Managers, Product Consultants and Product Analysts. Ensure timely, high-quality product inputs, including requirements with well-informed tradeoff decisions, for efficient delivery by the technology team.
- **Strategic Tradeoff Decisions:** Demonstrate sound judgment in making key tradeoff decisions, utilizing both available data and strong business acumen. Balance tradeoffs intelligently to ensure optimal product outcomes.
- **Engage in Constructive Stakeholder Communication:** Aligned executive stakeholders and Agile teams on vision, prioritization, and backlog refinement to deliver high-value solutions in iterative delivery cycles.
- **Integrate Lean and Safe Concepts:** Integrate lean and SAFe (Scaled Agile Framework) concepts into optimization product management strategies to enhance team agility. Implement agile practices and principles applicable to streamline processes.
- **Drive Data-Informed Discovery:** Drove product strategy and risk management, establishing KPIs to track delivery outcomes, benefits and adoption across key initiatives.

NOC Product Manager (Sep 2019 – Jan 2022 as a contractor; Jan 2022 – Feb 2023)

- **Strategic Product Leadership:** Defined and drove the product vision and roadmap, translating business objectives into a well-honed backlog. Ensured alignment between product development efforts and overarching goals, facilitating meaningful outcomes.
- **Cross-Functional Collaboration:** Orchestrated seamless collaboration among stakeholders, designers, and engineers to lead end-to-end processes, from design and implementation to testing and refinement. Effectively bridged the gap between technical and user-oriented aspects of employee-facing applications.
- **Recovery Expertise:** Positioned as an internal authority on aircraft and crew recovery trends and technology. Leveraged comprehensive knowledge to inform product development decisions, aligning technology solutions with the unique demands of Southwest Airlines Network Operations Control.
- **Agile Excellence:** Championed the use of agile best practices, consistently refining operational methodologies. Pioneered continuous improvement, enhancing the efficiency and efficacy of product development practices.

Sabre Airline Solutions

Dallas, TX • Jan 2013 – Sep 2019

Principal Product Manager (Nov 2015 – Sep 2019)

- **Strategic Market Expansion:** Spearheaded the successful introduction of new products to the market while driving growth of existing offerings. Secured and maintained market leadership through a comprehensive approach to solution development and enhancement.
- **Product Line Definition:** Shaped the present and future product lines by meticulously reviewing specifications and requirements. Partnered with multiple levels of internal stakeholders to drive business cases for development with multi-year financial outlooks. Leveraged this understanding to define the scope and direction of product offerings, aligning them with market needs.
- **Enhanced Scope Alignment:** Streamlined requirements authoring and release scope alignment between product management and engineering, resulting in a remarkable reduction of scope variance from ~40% to under 10%. Ensured better alignment between product vision and development outcomes.
- **Data-Driven Decision Making:** Demonstrated proficiency in analytical and quantitative modeling, anchoring decision-making processes in data-driven insights. Utilized data analysis to inform strategic choices and optimize product direction.
- **Recognized Subject Matter Authority:** Acknowledged as a respected subject matter expert across our diverse client base, renowned for profound knowledge in federal regulation compliance, labor contract decomposition, and nuanced understanding of numerous Crew Scheduling policies and procedures.

Senior Implementation Consultant (Jan 2013 – Nov 2015)

- **Strategic Implementation Leadership:** Spearheaded the execution phase of intricate customer projects, providing end-to-end consulting support from inception to post-project phases. Ensured seamless delivery of tailored solutions while exceeding customer expectations.
- **Efficiency-Driven Installations:** Engineered significant process improvements, slashing software installation time from a laborious 4 hours to an impressive time under 45 minutes. Elevated user satisfaction and minimized disruptions through streamlined deployment.
- **Client-Centric Relationship Building:** Functioned as the primary interface with internal and external customers, championing robust relationships centered on support and deliverables. Fostered trust and open communication channels vital to successful outcomes.
- **Quality Assurance Excellence:** Upheld rigorous quality standards during solution installation and client acceptance. Rigorously reviewed and validated deliverables, ensuring precise alignment with customer needs and overarching project goals.
- **Post-Implementation Excellence:** Provided unwavering post-implementation support, offering dedicated assistance and resolution to any concerns. Ensured ongoing satisfaction and functionality of delivered solutions, reinforcing long-term customer trust.

ExpressJet Airlines (formerly Atlantic Southeast Airlines)

Atlanta, GA • Jul 1999 – Jan 2013

Manager, Crew Technical Services (Sep 2011 – Jan 2013)

- **Strategic Technical Support:** Led comprehensive technical support efforts for diverse software systems integral to crew members' operations and efficiency. Ensured uninterrupted functionality and swift issue resolution, contributing to seamless operations.
- **Innovative Software Design and Deployment:** Spearheaded the end-to-end process of designing, testing, and successfully implementing custom solutions tailored to the Flight Operations business unit. Elevated operational efficiency by leveraging cutting-edge technology.
- **Effective Stakeholder Collaboration:** Collaborated seamlessly with an extensive spectrum of stakeholders including department managers, directors, vice-presidents, association members, IT teams, and external vendors. Cultivated strong relationships to ensure a unified approach to projects.
- **Project Oversight & Progress Tracking:** Demonstrated exceptional project management skills by efficiently tracking the advancement of over 70 software development and implementation projects. Ensured projects adhered to timelines and delivered desired outcomes.
- **Strategic Problem Solving:** Applied strategic thinking and analytical acumen to resolve intricate technical challenges and devise solutions that optimized crew resource operations while implementing multiple collective bargaining agreement commitments. Overcame hurdles by employing innovative approaches and best practices during negotiations.

Manager, Crew Scheduling (Mar 2008 – Sep 2011)

- **Managed Critical 24/7 Operation:** Directed a vital department of 30+ direct report team members, ensuring seamless crew scheduling operations around-the-clock. Delivered consistent operational excellence by coaching staff and fostering a culture of high-performance.
- **Optimized Staffing & Coverage:** Strategically determined staffing levels to guarantee comprehensive coverage of all operational requirements. Streamlined scheduling processes, resulting in enhanced operational efficiency, and minimized disruptions.
- **Talent Acquisition & Recruitment:** Spearheaded end-to-end recruitment processes, attracting top-tier talent to the team. Skillfully evaluated candidates, conducted interviews, and onboarded new hires, ensuring a cohesive, diverse and skilled workforce.
- **Regulatory Compliance & Implementation:** Successfully achieved FAA acceptance of department procedures and policy manual, reflecting meticulous attention to detail and adherence to aviation regulations. Implemented approved processes, contributing to a safe and compliant operational environment.
- **Union Collaboration & Communication:** Functioned as a direct liaison with flight attendant and pilot union association Scheduling Committees. Fostered positive working relationships, facilitating open lines of communication and productive collaborations to address concerns or drive consensus regarding application of the collective bargaining agreement.

SKILLS & TOOLS

- Product Strategy & Roadmapping
- Backlog Management & Prioritization
- Risk & Cost Management
- Cross-Functional Collaboration
- Metrics / KPI Development
- **Tools:** Alteryx, JIRA, JIRA Align, Microsoft Office, Rally, Tableau

{Additional information available at: <http://blodgetttech.pro>}