



# SHAWN PLANKO

Engineering Manager/Site Lead

## PROFILE

Startup leader with 18 plus years of experience managing and running effective teams within the technology sector. From the early dial-up days of the internet to current mobile app engineering teams.

## CONTACT INFO

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## VOLUNTEER EXPERIENCE

Board of Directors

- Michigan Works! SouthEast
- Hartland Estates Condo Association

## HOBBIES

Mountain Biking  
Golf  
Drone flying  
Video games

## REFERENCES

Available on request

## WORK EXPERIENCE

### Expedia – May 2001 - Present

Engineering Manager for Mobile App Engagement and site lead for Expedia in Ann Arbor, MI. Dedicated to ensuring the quality of Expedia's mobile applications.

- Developed a growth plan for the Expedia Ann Arbor office. The office has grown from 8 to 22 employees over the past three years and just finished building out the office to double capacity over the next few years.
- Hire, train, coach, mentor and manage the performance of teams in Ann Arbor.
- Collaborate with QA, development, design, and product teams to ensure weekly release schedules are met.

### Consolidated Smart Broadband – March 2006 – May 2011

Sr. Network Engineer - monitored and supported data and RF Networks in MDU sites with internet and VoIP. Responsibilities included: interaction with internal and external customers to assist in problem isolation for network issues to software conflicts. Employee support and maintenance of internet IT systems from a server, PC and MAC level.

### Verizon Business - February 2000 – March 2006

Team Manager – responsible for coaching, mentoring, and leading three rotating shifts. Grew a team of 12 to 36 while going thru three mergers.

## EDUCATION

**Eastern Michigan University, BBA Management**  
2001-2003

**Schoolcraft College, Associate of Arts (AA)/Graphic Design**  
1994-2001

## SKILLS

- Approach all work activities with deliberate focus to ensure that each task is completed correctly, efficiently, and effectively.
- Respond and adapt to developing challenges and obstacles when under pressure calmly and logically to develop working solutions in a timely manner.
- High levels of confidence when speaking either to groups or individuals that allows the conveyance of ideas or instructions in a clear, easily understood manner.