

Shawn Planko

Sr. Engineering Manager | Team Leader

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SUMMARY STATEMENT

Sr. Engineer Manager with over 20 years of experience working in the technology sector. Responds calmly and logically to developing challenges and obstacles when under pressure. Develops working solutions effectively and efficiently. Confidently speaks to individuals or groups to convey ideas or instructions in a clear, easily understood manner. Hands-on team leader with well recognized strong leadership and project management abilities. Leads cross-functional teams in fast-paced, competitive work environments. Consistently achieves goals within critical project deadlines. Contributes to planning and design discussions. Maintains strong sense of ownership and pride in teams and managers.

WORK EXPERIENCE

Head of Mobile Authentication

Cisco/Duo Security

04/2020 - PRESENT

Ann Arbor, MI

- Manager of Managers focused on growing team and building leaders
- Coordinated complete UI/UX change and rewrite of both iOS and Android apps.
- Planned and designed new Duo mobile app.
- Improved overall release cadence and process of team by migrating from monthly releases to bi-weekly releases.
- Improved analytics to Duo's apps so decisions could be data and customer driven.
- Developed 30/60/90-day onboarding plan specific to mobile, and for future managers.
- Established learning/growth environment; grew team from 6 to 10 mobile developers; mentored 2 future leaders on mobile team; groomed 2 tech leads to become future managers.

Engineering Manager (Mobile App Engagement & Site Lead)

Expedia

05/2011 – 02/2020

Ann Arbor, MI

- Managed both development and QA teams; hired, trained, coached, mentored, and managed performance of teams.
- Collaborated with other QA, development, design, and product teams; ensured weekly release schedules were met.
- Developed growth plan; grew from 8 to 22 member employees over 3 years.
- Finished building out office; capacity plans to double over the next few years.
- Worked with various teams to shorten Expedia's delivery time from 6 months to weekly.
- Applications were featured by the New York Times, Wall Street Journal, Boston Globe Forbes, Washington Post, TechCrunch, USA today, Macworld, PC Magazine, and in Apple TV and print ads.

PREVIOUS WORK EXPERIENCE

Sr. Network Engineer

Consolidated Smart Broadband

03/2006 – 05/2011

- Monitored, supported data and RF networks in MDU sites with internet and VoIP.
- Interacted with internal and external customers.
- Assisted in problem isolation for network issues to software conflicts.
- Provided employee support and maintenance of internal IT systems from a server, PC, and MAC level.
- Provided technical training and troubleshooting documentation for Internet and VoIP support product lines.

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Team Manager

02/2000 – 03/2006

Verizon Business

- Coached, mentored, and led 3 rotating shifts.
- Maintained technical procedures and documentation for group; led to achievement of being ISO 9001 certified.
- Grew team of 12 to 36 while experiencing 3 mergers.
- Collaborated with other groups; ensured quality assurance for customers.

KEY SKILLS

Team Development/Building/Management • Hiring/Onboarding • Mentoring/Training • Coaching • Time Management • Speaking • Collaboration • Process Improvement • Leadership • Communication • Troubleshooting • Software Documentation • Quality Assurance • Software Development • Strategy Planning • Testing • Mobile Devices • Customer Service • Networking

TOOLS & TECHNOLOGIES

InVision • Sketch • Adobe Suite • Basecamp • Workday • Grafana • GitHub • Xcode • Android Studio • Sublime • Slack • Zoom • Trello • Microsoft Office • G-Suite • Linux • Unix • iOS • Operating Systems • Cisco Technologies • Perl • HTML • MySQL • iPhone • Windows • Cisco Systems Products • Mac OS X

EDUCATION

BBA (Business Administration), Management - Eastern Michigan University - *Ypsilanti, MI*

AA (Associate of Arts), Graphic Design - Schoolcraft College - *Livonia, MI*

VOLUNTEER EXPERIENCE

Board of Directors - Michigan Works! Southeast

Board of Directors - Hartland Estates Condo Association

RECOMMENDATIONS

"I have worked with Shawn for three and a half years and it was truly a great pleasure. As my manager, my ideas and concerns were always heard and taken into account. I could come to him to talk or discuss about anything at work whenever I needed it. He cared about my career and paved the way for me to grow significantly and succeed at work. As a team leader, he set up a fun and supportive work environment that everyone enjoyed working with each other. His addition to any engineering team will only bring them to succeed."

"Shawn is an inspiring leader and builds resilient, inclusive, and productive teams. In my time at Expedia, Shawn went above and beyond to make sure everyone felt they were a part of the team. He treats his colleagues with respect, communicating feedback with candor both up and down the org chart, and knows when to step into course-correct if necessary. His passion for technology and positive personality are contagious, and he knows when and how to elevate conversations and motivate teams. I wouldn't hesitate to recommend him to lead (or start!) any engineering team."