

Vincent Jack Douglas Shadbolt

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PROFILE SUMMARY

- Dynamic professional with a proven track record for collaborative approach to solution design and successful project management across diverse technical landscapes.
- Accomplished Senior Partner Engineer with technical expertise in deploying and troubleshooting solutions, leading successful integration projects, and innovating tools for both workflow efficiency and security; driving a substantial increase in partner integrations.
- Results-driven Account Coordinator recognized for streamlining processes, contributing to business growth, and excelling in efficient customer support; achieving notable successes in data management and analytics.
- Experienced Technical Account Manager demonstrating international project leadership and client-centric engineering design, with a track record reliability and functionality; identifying critical errors within key projects as well as their solutions.

PROFESSIONAL EXPERIENCE

Unstoppable Domains

Senior Partner Engineer

Aug 2022 – Present

- Demonstrated proficiency as a subject matter expert, leading solution design and integration discussions with partner technical teams while ensuring comprehensive understanding and documentation; resulting in a considerable reduction in development time for key projects.
- Proactively drove the deployment of Unstoppable Domains' solutions, setting partners up for success through seamless integration and support with 90% of partners going live three days ahead of schedule; exceeding project timelines.
- Built innovative tooling to simplify the integration process, including a secondary backend script for login confirmation to protect against MitM and a currency mapper for supported domain records; significantly enhancing partner security and workflow efficiency.
- Collaborated across departments for the continuous improvement of product offerings and growing Unstoppable Domains' market share; increasing Unstoppables' integration and go-to-market partner counts by 300 of the current 865 and 1000 respectively.

Univar Solutions

Account Coordinator – Technical Services

Jan 2021 – Aug 2022

- Identified opportunities for business growth within the oil and gas sector, suggesting chemical blends and applicable product pricing based on customer history; resulting in a 5% increase in custom blend requests.
- Streamlined the handling of customer technical requests by reducing sample analysis time by 10% and advising on specific chemical inhibitors based on customer technical information to prolong their chemical life span.
- Actively managed and maintained customer information in Tableau and Salesforce for chemical history, providing in-depth analysis of customer chemical sample results and ensuring sample interval and composition compliance to internal standards; resulting in on-demand report availability and improved decision-making.
- Proactively created customer KPI reports on sales history on a quarterly basis for Sales snapshots and spearheaded technical product campaigns; contributing to the carbon-capture project which will substantially lower emissions throughout the industry.

Motorola Mobility

Technical Account Manager

Jan 2017 – Aug 2019

- Led a diverse international team through the deployment of Motorola Canada's monthly Android Software updates, creating release notes while ensuring software functionality aligns with partner expectations; decreasing triage time by several days upon initial partner inspection.
- Acted as the primary point of contact for Canadian telecom companies, translating their unique needs into engineering designs on a per-product basis; resulting in a singular device firmware that is configured by SIM card to enable or disable specific features.
- Spearheaded the development and implementation of IMS features on the Android framework, working directly with key partner infrastructure engineers to ensure regulatory compliance and compatibility; successfully deploying across Motorola's product lineup on schedule.
- Executed comprehensive verification test plans for mobile device prototypes, ensuring the reliability and functionality of releases while fostering continuous improvement to the testing process; identifying critical errors in an Android release which would lock device firmware and initiating an Android version rollback.

SKILLS

- Leadership
- Presentation and Communication
- Technical Sales
- Programming (primarily Python and Typescript)
- Collaborative Development
- Solution Design
- Customer Support
- Data Management

EDUCATION

University of Waterloo

Bachelor of Applied Science (Biomedical Engineering) with Distinction

Waterloo, ON, Canada

Sept 2015 – Apr 2020

PROJECTS

Pluto Care - Pediatric Occupational Therapy Treatment and Research Platform

Capstone Engineering Design

Apr 2020

- Developed an outpatient gaming and adherence platform which incorporates standard patient information handling and regimen assignment into a modernized format. Emphasizing the management of clients through individual profiles, homework, adherence, and condition progress. Awarded the Norman Esch Entrepreneurship Award for Capstone Design.

Mathematical Modelling of Avascular Tumour Growth with Irradiation

Computational Modelling of Cellular Systems

Feb 2018

- Designed and fabricated a partial differential equation model of avascular tumour growth within MATLAB based upon the groundwork of Sherratt-Chaplain.
- Accounted for cellular concentrations and changing growth factors; taking into consideration alternative irradiation methodologies for the discussion of optimal radiation treatment intervals.