

KEVIN MCCRACKEN

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EDUCATION

- **Master of Science (MS)**, Pharmacology, University of Maryland, Baltimore, MD
 - Activities: Treasurer, Graduate Student Association
- **Bachelor of Science (BS)**, Biochemistry, University of Maryland, College Park, MD
 - Activities: Treasurer, Alpha Chi Sigma chemistry fraternity; Corresponding Secretary, Pre-Med Society; Trumpet, Pep Band

PROFESSIONAL EXPERIENCE

CIENA CORPORATION, Hanover, MD 1998 - 2018

Senior Manager, IT Applications 2017 - 2018

Manager, IT Applications 2011 - 2017

Led 24/7 global support and application delivery teams for critical Windows-, web- and iOS-based manufacturing, installation and product data management enterprise suites (custom apps and Oracle Agile PLM). Engaged customers in weekly lunch and learn-style discussions and presentations to realize gaps and product vision, understand user stories, prioritize backlogs and plan release roadmaps (full SDLC). Acted as Product Owner, Agile SCRUM master, leading teams through 3-week sprints and tracking work within Atlassian Jira.

Senior Engineering Services Analyst, IT & R&D 1998 - 2011

Managed all aspects of enterprise Agile Product Lifecycle Management (PLM) system and integrations. Developed custom Visual Basic-, ASP- and Java-based integrations and tools to support Engineering R&D schematic capture, PCB layout and BOMs. Implemented and supported all R&D Windows-based workstations and servers. Held regular requirements discussions with product data management and R&D teams.

MARYLAND POISON CENTER, University of Maryland, Baltimore, MD 1996 - 1998

Network Administrator

Ensured full-time operation (24h/day, 7day/week) of network system necessary to provide reliable, critical, time-dependent information for treating hospitalized victims and managing other exposure cases. Purchased and built PCs. Developed custom database applications and utilities. Implemented an email system using Mercury 1.3 and Pegasus. Established multi-port remote access system. Developed website to provide information on educational products.

VOLUNTEER EXPERIENCE

- Volunteer, Emergency Department, University of Maryland Medical System