

John A. Reitzer-Smith

Senior IT Leader · Aspiring Product Owner

Dallas, Texas • (469) 235-5844 • john@reitzersmith.com • linkedin.com/in/jreitzersmith • github.com/jreitzersmith

PROFESSIONAL SUMMARY

Senior IT leader and aspiring Product Owner with more than 15 years of experience delivering integrated technical solutions in complex enterprise environments. Proven ability to partner with business stakeholders and technical teams to define strategy, prioritize roadmaps, and launch secure, high-impact solutions. Known for mentoring and leading cross-functional teams, translating customer and data insights into actionable requirements, and driving efforts to enhance safety, reliability and efficiency in technical operations. Extensive technical fluency in AWS and on-prem infrastructure, and committed to fostering healthy team cultures.

CORE COMPETENCIES

Product vision & roadmap development	Backlog management & prioritization
Stakeholder collaboration & communication	Coaching & mentoring teams
Risk management & decision-making	Data-driven analysis & metrics
AWS (EC2, Lambda, SSM, CloudFormation)	Virtualization (VMware, XenServer)
Automation & scripting	IT service management & ITIL practices

PROFESSIONAL EXPERIENCE

Cloud Support Engineer

Jun 2022 – Jan 2025

Amazon AWS, Inc.

- Served as a customer proxy for enterprise and government clients, translating support issues into requirements and working with internal AWS engineering teams to deliver solutions that improve product reliability and customer experience.
- Co-managed team backlogs of cases and enhancement requests, prioritizing by urgency and business impact, and facilitating daily stand-ups.
- Collaborated with product management to advocate for customer needs on secure Windows EC2 workloads, using data insights from support metrics to influence feature development.
- Led incident response for security events, coordinating cross-functional teams; mentored new support engineers on customer-centric problem solving.

Senior Systems Engineer & End-User Computing Team Lead

Jul 2018 – Jun 2022

Fossil Group, Inc. (via Infosys)

- Acted as Product Owner for the End-User Computing portfolio, developing a roadmap for endpoint management, patching and user experience; defined features, prioritized backlog, and coordinated delivery across multiple agile teams.
- Designed and implemented a global patch management program using BigFix and SCCM that achieved >95% compliance and aligned with security and business objectives.
- Facilitated cross-functional planning across desktop engineering, security and service desk teams; mentored associate engineers and product owners.

Lead Apple Engineer

Jul 2015 – Jul 2018

Fossil Group, Inc. (via Infosys)

- Owned the macOS platform roadmap, delivering enterprise-wide initiatives including JAMF Pro deployment and secure OS upgrades; translated requirements into user stories and oversaw implementation.
- Introduced automation and self-service capabilities, turning usage-metric insights into backlog items that improved user satisfaction and reduced IT support workload.

Lab Manager & Apple Infrastructure Technical Manager

Jan 2013 – Jun 2015

Texas Instruments (via TSP, Inc.)

- Led modernization of a build-automation lab, creating a multi-year roadmap for virtualization, monitoring and disaster recovery in alignment with business needs.
- Translated complex technical requirements into actionable stories and acceptance criteria; delivered virtualized environments on VMware and XenServer and coordinated releases.

Windows Client Support Technical Lead

Jul 2011 – Jan 2013

Texas Instruments (via TSP, Inc.)

- Directed the Windows XP to Windows 7 migration as product owner, defining vision and coordinating backlog items (imaging, compatibility testing, user training).
- Developed automation scripts and tools to streamline endpoint provisioning and compliance; facilitated stand-ups and retrospectives and communicated progress, risks and change management to stakeholders.

EDUCATION & CERTIFICATIONS

- **B.S. Computer Science** (in progress) — Western Governors University (expected 2028)
- **Associate of Science**, Dean's Honors — Collin College, Plano, TX (2010)
- **High School Diploma**, Honors — Clarksville High School, Clarksville, TN (2000)
- **Certifications:** ITIL Foundations • AWS Certified Cloud Practitioner • AWS Solutions Architect – Associate