

Vicky McCann

linkedin.com/in/vickymccann
vickymccann.com

vicky.mccann@gmail.com
+1.415.999.8899



Detail-oriented Product Manager with strong communication skills and 20+ years in Media & Entertainment. Proven expertise in cross-functional team collaboration, stakeholder relationships, strategic roadmap generation, issue prioritization, and team leadership. Lifelong learner and critical thinker, poised to drive excellence in product development.

CERTIFICATIONS

- Certified AI Product Manager, AI Career Boost, 2024
- Certified Product Owner Scrum Professional (CPOSP), Six Sigma Global Institute, 2023
- Autodesk Certified Instructor (ACI); Autodesk Certification Evaluator (ACE), 2010-2012

WORK EXPERIENCE - MANAGEMENT

Senior Product Manager, Pipeline Support

GPL Technologies - 2022 to 2023

- Cultivated and nurtured exceptional customer relationships by fostering open and direct communication channels, increasing customer satisfaction by 80%
- Grew product sales by leading impactful discovery meetings to address client pain points and advise on solutions
- Improved Development team focus by writing effective user stories and prioritizing issues
- Spearheaded the creation of ShotGrid templates, meticulously designed reporting dashboards, crafted comprehensive client-facing documentation and monthly status reports, and delivered effective support and training
- Consulted on media pipeline setup and standardizations, championed best practices to optimize workflow efficiency
- Strong knowledge of the media pipeline, provided support for GPL's ShotGrid Delivery Tools using Aspera and AWS S3

Software Product Manager, ShotGrid and Media Vault

Walt Disney Imagineering - 2018 to 2022

- Defined and maintained product roadmaps for WDI's production coordination database management system, Autodesk ShotGrid, and WDI's digital asset management solutions via OpenText, aka: Media Vault, Media Vault Portal, and Print Vault
- Drove adoption of ShotGrid by collaborating with technology, media, and production teams to develop tools, onboard, and support Show Team coordination and discipline efforts, resulting in 100% coordinator adoption and 80% discipline adoption
- Worked closely with Show disciplines, including Interiors and Props, to establish a ShotGrid pipeline to increase efficiency
- Tracked software development efforts via JIRA, held biweekly dev meetings using Kanban, provided monthly release notes
- Used data analytics to focus adoption efforts and prioritize tools development
- Traveled to Florida monthly to expedite product adoption for projects including hotels, cruise lines, and various attractions at Epcot, Hollywood Studios, and Magic Kingdom
- Supported projects in all Disney theme parks worldwide, including China, France, Hong Kong, and Japan

WORK EXPERIENCE – SUPPORT AND TRAINING

Senior Product Support Specialist

Autodesk, Inc. - 2012 to 2018

- Technical Specialist managing Enterprise Priority Named Accounts (Industrial Light + Magic/Lucasfilm, Pixar Animation Studios, Walt Disney Feature Animation) as a Dedicated Support Specialist for Autodesk Media & Entertainment products
- Liaised with Development team for reproduction, triage, and traction on client priority issues; Worked closely with Technical Account Management, Consulting, Premier, Licensing, and Sales teams to provide quick response times and improve customer relations
- Recipient of the **Autodesk CEO Award for Excellence** and the **Customer Impact Award**
- Other activities: I9 Verification representative, Film Advisory Board (FAB), Escalation Management, Team Lead, Site Engagement, Maya Lunch & Learn, Screencasts, workflow documentation, CER Analysis and reporting, Maya Hackathon

3D/VFX Instructor

Escape Studios U.S. - 2011 to 2012

- Provided intensive 3D/VFX instruction on Unix, Maya, Photoshop, plate shooting, camera tracking with MatchMover and 3D Equalizer, generation of HDR images using HDR Shop for use in IBL, and compositing in Nuke
- Conducted on-site industry presentations and events
- Communicated weekly updates to the London main office; traveled to London to present, teach, and connect with the business and educational teams

Senior Technical Trainer

Industrial Light + Magic - 2000 to 2010

- Digital instructor and technical liaison to production staff, resulting in 100% adoption of proprietary tools
- Interfaced with production and software development to provide structured and detailed courses as well as technical writing for course curricula and production procedures
- Hosted presentations for new software development; initiated and hosted weekly Sim Lab

Graphics Trainer

Electronic Arts - 2005

- Designed and implemented learning facility in Southern California-based office
- Organized and scheduled external training
- Created and delivered weekly educational newsletters and class announcements; maintained web-based calendar
- Regularly communicated with team leaders for training needs and organized sessions with external vendors as needed
- Provided technical support and technical writing for course curricula
- Assisted in external events and trade shows

Artistic Development Technical Trainer

DreamWorks Feature Animation - 1996 to 2000

- Provided technical support, training, and technical writing for course curricula and production procedures
- Organized and scheduled external training, assisted in lectures and trade shows, assisted in production effects tests
- Initiated, developed, and implemented directory structure standardization
- Established facility for computer education

Senior Technical Support Engineer

Alias|Wavefront - 1993 to 1996

- Provided on-site customer demonstrations, software installation, technical assistance, and training
- Assisted with workshops, seminars, conferences, user group meetings, and trade shows
- Knowledge of all Alias|Wavefront products
- In-house expert with Dynamation, Composer, and the Digital Puppet as it pertained to Kinemation and Motion Sampler 3

WORK EXPERIENCE – PRODUCTION

Character Effects Technical Director (Cloth, Fur, Hair, Rigid Dynamics) and Effects Technical Director (Fluid, Particles, Smoke) utilizing Autodesk Maya, Qualoth, and proprietary software at various effects houses:

- DreamWorks Feature Animation
- ImageMovers Digital
- Industrial Light + Magic

FILMOGRAPHY

- *Puss In Boots*, 2011, Character FX TD
- *Mars Needs Moms*, 2011, Character FX TD
- *Rango*, 2011, Character FX TD, uncredited
- *The Last Airbender*, 2010, FX TD, uncredited
- *Star Trek*, 2009, FX TD
- *Transformers*, 2007, Character FX TD, uncredited
- *Rush Hour 3*, 2007, Character FX TD
- *Pirates of the Caribbean: At World's End*, 2007, FX TD
- *Pirates of the Caribbean: Dead Man's Chest*, 2006, Character FX TD
- *Van Helsing*, 2004, Character FX TD, uncredited
- *Harry Potter and the Prisoner of Azkaban*, 2004, Character FX TD
- *Pirates of the Caribbean: The Curse of the Black Pearl*, 2003, Character FX TD
- *Spirit, Stallion of the Cimarron*, 2002, Technical Trainer
- *Major Damage*, 2001, Technical Support
- *The Road to El Dorado*, 2000, Technical Trainer
- *The Prince of Egypt*, 1998, Technical Trainer

EDUCATION

- **B.S. Computer Science**, College of Engineering, University of California, Santa Barbara, CA
- **C++ Programming, Java Programming**, Los Angeles Mission College, Sylmar, CA