

# Exhibit 11



Home

## John Alexander · 3rd

Engineering Project Manager, Identity

-  Apple
-  Iona College

Austin, Texas, United States · [Contact info](#)

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### About

Results-oriented professional with comprehensive business and technical knowledge. Strong analytical problem solving skills. Self-starter with a record of using the SDLC process to identify and design effective solutions to meet current needs of the end user. Excellent written and oral communication skills. Analytical, diligent, and highly organized.

Core Competencies :

- Developing Processes
- Functional Specifications
- Effective Communication
- ROI Analysis
- Vendor Management
- Requirements Management
- Training and Documentation
- Project Management
- Developing Metrics

### Activity

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John Alexander commented on a post • 1w

Good luck to you Tom!



49 comments

John Alexander commented on a post • 3w

Congratulations Nyla!!!



93 comments

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### Experience



Apple  
11 yrs 1 mo

## **Engineering Project Manager, Identity**

Full-time

May 2022 - Present · 3 mos

Austin, Texas, United States

## **Project Manager, Apple Pay Business Operations**

Full-time

May 2020 - May 2022 · 2 yrs 1 mo

Austin, Texas, United States

- Led global workstreams with Apple Pay and Wallet partners in the areas of billing/invoicing, reporting/analytics, production support, product readiness, and account management.
- Worked cross-functionally with Business Development teams onboarding partners onto Apple Pay and guided developers on overcoming technical issues during partner onboarding.
- Worked with Wallet Engineering and Partner Tools teams on streamlining and automating our partner onboarding process for new initiatives.
- Defining and documenting business processes related to all aspects of partner services (partner applications, onboarding, technical issues, production support, fraud prevention etc.).
- Tracking & analyzing metrics to determine opportunities for growth and quality improvements with our Apple Pay and Wallet partners.
- Liaising with the Product and Engineering teams to provide feature enhancements to improve the Apple Pay and Wallet experience.
- Monitoring our partner ecosystem is up and running and maintaining operational health.
- Provided technical production support and ensuring Apple Pay transactions are successful for our partners.

## Manager, Maps Points of Interest

Full-time

Jan 2018 - May 2020 · 2 yrs 5 mos

Austin, Texas Area

- Drove the design, execution, and evolution of the POI business processes and strategies for Maps.
- Closely manage POI programs/project execution with various impacted stakeholders to deliver on product feature requirements.
- Developed and implemented POI strategies for scaling new pilots and large projects within the POI team.
- Improved operational efficiencies and performance through holding our vendors to high quality goal of 98%. Improved cost efficiency through tool automation and POI business policies/workflows.
- Updated POI senior management monthly on measurement against deliverables and support needs.
- Worked on strategic projects that which involved updating POIs that supports Apple Pay and look around imagery which improved the customer's Maps experience.
- Established POI metrics and clear goals and responsibilities with cross-functional teams.
- Developed plan for continuous improvement through data analysis and drove corrective actions when POI editors did not meet quality and productivity targets.
- Significantly reduced manual POI work through automated tools and improved POI processes.
- Wrote test cases and performed QA on all POI projects.
- Worked with Machine Learning teams on improving attribute accuracy for all POIs.

[Show all 5 experiences →](#)



## Senior Project Manager

Thomson Reuters

Jun 2009 - Jun 2011 · 2 yrs 1 mo

Greater New York City Area

- Ensured projects are proactively managed using Agile methodology, executed according to schedule, and on budget.
- Managed the change control procedure gaining agreement for revisions to the project from stakeholders.
- Ongoing contact with stakeholders to ensure satisfaction with assigned resources and project progress.

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