PRODUCT LEADER · CREATIVE TECHNOLOGIST · AI-NATIVE BUILDER

Omar K. Mills

Product leader, published author, and voice actor. ***I never stay down.***

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The story behind the résumé Every chapter of this résumé, told in full with photos, reels, music and papers: **omarkmills.com**. I built it by talking to Claude.

SUMMARY

Product leader with 20+ years building digital products, platforms and teams at Disney and Freddie Mac. Pitched and led the launch of Spanish across the Walt Disney World and Disneyland apps: 9,000+ strings, every line of business, delivered after a 45% budget cut. An AI-native builder who turns product, content and QA workflows into AI-assisted systems, cutting work that took four days down to about an hour. Known at Disney as "the Kingmaker": about 30 hires, at least six now managers or higher. Has led teams of 45+ direct reports and operations budgets of up to $30M.

EXPERIENCE

Disney Experiences and Technology
Orlando, FL · 07/2014 – Present

Manager, Product Management 04/2022 – Present

- Pitched and led the end-to-end launch of Spanish (es-US) in the Walt Disney World and Disneyland Resort apps, live July 1, 2026. About 5% of the total app user base adopted and kept Spanish within 90 days, in line with projections.
- Won VP-level alignment to externalize 9,000+ hard-coded strings across all lines of business; oversaw the CMS migration and TMS integration over about 18 months.
- Realigned MVP scope under a $2M budget after a 45% mid-project cut, without losing delivery velocity.
- Aligned Product, Engineering, Design, Legal, GCX, Food & Beverage, both parks' operations and two VPs on one launch plan; wrote weekly executive updates and Kanban dashboards.
- Formalized TransPerfect as the enterprise translation vendor; raised quality through LQA audits and vendor performance metrics.
- Turned ~315 LQA defects into evidence-ready Jira tickets in about 1 hour instead of ~4 days, with no prior coding experience, by directing Claude to write the Python that matched screenshots to defects and filed them through the Jira API.
- Ran an AI-driven content audit for a brand retirement after a vendor said it couldn't be done: narrowed ~5,900 CMS rows to 616 candidates and auto-filed tickets for live findings, avoiding ~$15K in vendor spend.

SIGNATURE WINS

Spanish for the parks apps
Pitched it, shipped it, ~5% adoption in 90 days.

Four days to one hour
AI-built Jira workflow; ~$15K vendor spend avoided.

Leaders built
An intern hired at 19 is a director at 28; six hires now lead teams.

SKILLS

Product: strategy and roadmaps, MVP scoping, go-to-market, executive alignment, budgets

AI: Claude skills and agents, AI-built Python automation, AI-driven QA and content workflows

Platforms: i18n and localization, CMS/TMS, content ops, Jira/Atlassian, Postman, Vercel

People: hiring, coaching and developing leaders; global and matrixed teams

EDUCATION

Graduate Certificate, Biblical Studies
Moody Theological Seminary · 08/2026

BS, Business Administration
Strayer University · 12/2009

Certified Agile Leadership I
Scrum Alliance

EXPERIENCE, CONTINUED

Lead Product Manager · Disney Experiences and Technology 11/2020 – 04/2022

- Drove the launch of Genie+ Audio Tales, exceeding post-release adoption goals.
- Led development of Play App location detection, Trivia and Live Ops, and the Star Wars: Galactic Starcruiser Datapad experience.
- Championed the Scentsy x Disney cross-promotion, expanding in-park engagement and revenue.

Manager, Digital Product Operations 10/2019 – 11/2020

- Directed the digital response to the COVID-19 park shutdown: closure of 400 dining locations and 100 bookable experiences; managed reopening content.
- Shortened the reservation window from 180 to 60 days in record time through cross-discipline collaboration.

Manager, Production · Disney Experiences and Technology 07/2014 – 10/2019

- Led a global team across Orlando, Anaheim, Glendale, Costa Rica and Seattle supporting $25–30M in annual operations.
- Delivered content and voice-over support for Disney brands including Disney Destinations, The Mandalorian Season 2 promotion and Make-A-Wish.
- Implemented secure content-approval workflows across Parks & Resorts, Cruise Line and Vacation Club.

Freddie Mac McLean, VA · 05/2004 – 06/2014

Director, Web Production 2011 – 06/2014

Contract web developer (2004) → full-time team lead (2007) → manager (2008) → director

- Grew from contractor to director, leading a 15-person development team and a $2.4M budget supporting 128 web properties.
- Consolidated CRM and email platforms, retiring ExactTarget for Oracle Eloqua: $500K in savings and reduced risk.
- Built a "One-Click Approval" workflow that cut web-content turnaround by 70%.
- Received the Freddie Mac Premier Achievement Award for crisis-era communications leadership.

Earlier career Washington, DC area · 1994 – 2004

- Network administrator and staff consultant at Price Waterhouse, promoted without a degree; then Ernst & Young Technologies and Acterna. Started as a law-firm office assistant and a USTR intern.

AI BUILDS

- **Road to 2000 (chessvondoom.com):** a chess-improvement web app with a game log, rating tracking, engine analysis and move-by-move review books generated as PDFs.
- **AI voice and content pipeline:** a cloned-voice workflow (ElevenLabs) for a Bible study podcast and an audio drama; devotional PWAs (First Light scripture drill, prayer card viewer).

BEYOND THE ROADMAP

Voice actor

National commercials including KitchenAid; every voice and the full edit on the audiobook *The Omega Artifact*; characters in the Thamro audio drama. **Demo reels**

Published author

Five self-published books, including the *Legends of Welkin* fantasy series, *God Mode* and *Find Your Shot*; co-author of the Chessable course *Chess Destiny*.

Bassist and songwriter

Three gospel albums as Omar K. Mills (*Elyon*, *In His Image*, *Audience of One*) and five albums as Bearded Honey.

Speaker and teacher

Preached at churches and youth events; hour-long talks for audiences of 40 at Disney; guest on about eight chess podcasts, including Perpetual Chess.