# Mission Statment

An experienced leader in Program Management with personal pride in automated solutions. A professional focus in Operations and IT security, using ethical and innovative advancements in technology and communications to excel in continuous improvement in business solutions and shareholder welfare.

# CORE COMPETENCIES

*Technical Troubleshooting*

*Administration & Support of Cloud Systems*

*Tracking and Translation of Data Trends*

*Release Management*

*Agile & Scrum Development Methodologies*

*Kaizen Continuous Improvement*

# professional experience

## Microsoft– Issaquah, WA

### Sr. Strategy PM February 2019 – June 2019

* Supporting the global fields business scenario questions or exception requests related to Microsoft Consulting Services Enterprise Authorization business policy, or any financial purchase outside the standard scope. Each exception increases compliance risk resulting in careful due diligence vetting of each request.
* I spearheaded a compliance document outlining audit criteria to assist in future reviews.
* Owner in completing line item reviews of Auditor engagements to ensure no favorable terms and documentation was within compliance standards.

## Healthcare Management Administration – Bellevue, WA

### Business Analyst (BA) October 2018 – November 2018

* Acting as both the Scrum Master and Business Analyst, the project was a digital transformation of the 'Stop-loss' high claims tracking system.
* Using an Agile approach and cross-department partnerships, we authored 20 Business Requirements (BR), which would become their new tool.
* We have delivered weekly Sprint Planning meetings with executives, project members, and stakeholders in addition to the project backlog prioritization meeting.
* I authored all related communications pertaining to the project and provided consultation to three separate projects in addition to the primary 'Stop-loss' engagement.

## Microsoft – Redmond, WA

### Release Manager January 2018 – September 2018

* Uniquely organized, this project focused on the deployment of the first new tool for Azure Technical Support teams seated all over the world. Partnering with engineering and leadership, release timelines, workstream duties, and cross-function meetings to track this high-velocity project.
* Responsible for ensuring training was seen and used, I edited training session recordings to utilized in the standard learning management system. The training outreach, scheduling, and real-time sessions were delivered multiple times a day to global audiences depending on respective time zones.
* We have established a release countdown communication schedule in addition to a pilot package approach to which remains available for future deployments.

### Compliance Project Manager March 2017 – November 2017

* Accountable for the Microsoft Enterprise Services Headquarters supplier vetting compliance management for subcontractors for Consulting Services. Supporting the onboarding of new subcontractors, vetting, and internal review of risks identified within new partnerships and the tools used to control the information internally.
* Through cross-functional partnerships, we accomplished a reduction of manual data entry by 50% through the integration of redundant data sources. During the tool improvements, our team created and delivered internal training to stakeholders over Subcontracting Vetting changes and requirements.

## Blueprint Consulting Services – Bellevue, WA

### Operations Program Manager July 2015– February 2017

* Relocating from Texas, I worked in tandem with a competing consulting agency for a managed service contract for a $4 Billion annual eCommerce company. In half the expected time with explicit recognition of my team, our company was awarded the contract and scaled to 50x what we were.
* Unique project requirements allowed this project to be staffed completely by first-generation employees naturalized in their supported language. On-site, we had representation from 16 languages covering all continents and currencies from 14 countries. A 200,000-ticket backlog was caught up in a third of the client projected time-frame.
* Content localization became the second project function that began, working on localizing content from release notices to game material into a naturalized language for each region. This project remained small at nine employees.
* Accountable and responsible for the SharePoint access requests and management following external creation.
* Within one month in Washington, I was awarded 'Employee of the Month'

Microsoft – Las Colinas, TX

### Office 365 Onboarding Manager April 2015 – July 2015

* Ownership of the experience of clients, account teams, and internal engineers during business cloud migrations of medium-sized businesses. As the Onboarding Manager, I managed the experience through technical education of Office 365 services, remote client infrastructure assessments, remediation or any outstanding issues, and data migration into Microsoft's cloud service.
* In addition to owning multiple onboardings at a time, I oversaw owner all frontline Office 365 Cloud onboarding requests within North America, resulting in an initial response time reduction from ten-days to two-days through process improvements.

### Escalation Engineer for Live Services December 2013 – April 2015

* As one of four top consumer technical support escalation point for Live Services, we owned the Windows Live Domains, OneDrive, Outlook.com & MSN emails, as well as Office Online. I was the technical escalation lead during SkyDrive to OneDrive product rebrand, Hotmail to Outlook.com rebrand, and the sunsetting of support as a service (SAAS) delivered as Microsoft Answer Desk.
* Owned, end to end, the handling of Better Business Bureau, Attorney General, and internal executive escalated issues spanning any operational issue in most lines of business. Leveraging escalated cases to create user stories for continuous improvement within the ecosystem while managing Tier 1 & Tier 2 off-shore teams.

### Marketplace Support Escalations Engineer November 2012 – December 2013

* Subject Matter Expert for engineers, external developers, and partners in configuring app tools and understanding certification workflows within the Windows Store, SharePoint store, Xbox indie marketplace, Windows Phone, and Office App ecosystems. I managed daily Developer and eCommerce cases through live chat, phone, email, and through a ticket queue through internal tools. As a team, we all contributed to the playbook, which established processes for the new eCommerce unified model.
* In addition to standard team tasks, I managed documents and community moderation posts in the Microsoft MSDN App Developer technical forums consumer and enterprise developers. Review some of that work here: <http://bit.ly/14XolJw>

### Microsoft Answers Community Moderator November 2011 – December 2012

* As a small team of ten, we acted as a conduit for community-driven troubleshooting and customer service within the Microsoft Answers online community. Our team served as the escalation point for off-shore teams to escalate technical and out of scope issues to be handled by the moderation team. Quickly supporting community reported conflicts and Terms of Service violations.
* My specific focus on operating system performance and maintenance, internet security, and privacy, as well as (Microsoft) Office on PC and Mac. You can take time and review my profile to see some of the work done: <http://bit.ly/14Xo5ud>

## Allen Texas Independent School District – Collin County, TX

### IT Installation Assistant April 2010 – January 2011

* Working along with lead infrastructure designer, my work focused on manually running audio and video cable within new elementary schools in Allen Independent School District.

# Educational History

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| **Schooling** | Liberty High School 2015-2018 *in addition to* Front & Back End Development *through* Udacity.com |
| **Certifications** | Certified Scrum Master *via* Scrum Allegiance in 2017 |
| **Languages** | CSS | HTML| SQL | Python | VBA |