**Program Manager**

**Eric Wagoner (206) 331-6768**

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**HIGHLIGHTS OF QUALIFICATIONS**

* Over 20 years of combined content production/publishing and project management experience, with a concentration in recent years on marketing content.
* Complete command of many content management systems – CMS – from creation to publish to localization.
* Web site design, as well as SharePoint collaboration space and workflow design.
* Tool development experience as build engineer and software development program manager.
* Ability to think broadly across product areas and technical use case scenarios
* Demonstrated ability to foster relationships, influence, and collaborate with teams across groups
* Excels at data management and analysis for achieving data-driven metrics and results.
* Great report writing.
* Is an easy, clear, concise communicator with directs, teammates, stakeholders and management.
* Constant champion of cross-team collaboration.
* Equally comfortable in leadership roles and individual contributor roles with no task or detail too small.
* Thrives at working independently with little or no direction.
* BA and MA in Economics.

**KEY KNOWLEDGE AND SKILLS**

GitHub, Azure Dev Ops, Visio, Project, Azure Intune, PowerShell, XML, XSLT, HTML, JSON, CSS, DHTML, HTML Help, XMetaL, VBScript, Visual Studio, Photoshop, PowerBI, SharePoint Server, SharePoint Designer, Microsoft Deployment Toolkit, Configuration Designer, TFS, DocStudio, Visual SourceSafe, SourceDepot, Visual Basic, .Net Framework, SQL, CMS, Microsoft Office Professional Suite, Office 365

**PROFESSIONAL EXPERIENCE**

**Washington State Department of Enterprise Services February 2022 – September 2022**

Senior Project Manager, Enterprise Technology Solutions

Responsibilities:

* Independently manages, plans, and controls multiple medium projects (Level 1) or one large more complex project (Level 2 or 3) for statewide customers
* High level expertise in working with project stakeholders to define business deliverables for projects at the enterprise level
* Responsible for building project work plans, working with project teams to estimate level of effort for project activities, preparing detailed project schedules, keeping work plans up-to-date and managing project resources
* Responsible for monitoring and controlling project budgets and contract status, making adjustments to plans where needed, and reporting status to project stakeholders on a regular basis
* Responsible for managing Change, Risk, and Quality management processes throughout the lifecycle of the project
* Directs, coaches and mentors project teams to ensure projects deliver the desired outcomes and benefits. Serves as agile process coach and trainer, driving change, tying actions to customer value, coaching executives, servant leadership, fostering team chemistry, removing impediments, isolating the team from distractions

**Microsoft** (Digital Intelligence Systems,Redmond, WA) **March 2017 – July 2020**

**Window Education Marketing Senior Technical PM**

Responsibilities:

* Program support for marquee Windows marketing campaign (Trial in a Box),
  + liaise between engineering and program direction to create solution path and resolve technical problems prior to go live,
  + provide testing of program content on program devices, including feedback to writers/editors and product managers for every product used in the program,
  + creation of OEM bespoke OS images for scale, automation used in fulfillment,
  + onsite fulfillment guidance in the warehouse overseeing logistics,
  + frontline testing and troubleshooting of bespoke apps used in managing education devices at scale,
  + drive debugging during work-stoppage technical issues.
* Creation of Tiny Schoolhouse, a hands-on workspace comprised of K12 Education devices for Windows Education marketing staff.
  + Microsoft partner OEM devices in a classroom setting
    - Devices loaded with curated education applications and content
    - Admin devices to control classroom devices
    - Administrative-level deployment and control of devices,
  + Google-compete device arrays, class management devices and student devices included in Schoolhouse,
  + Management of Surface Hub in classroom environment.
* Creation of Minecraft classroom cart for marketing to K12 schools, marked by broad cross-corporation coordination to craft experience.
  + Organized intensive experience for customer service, Office, Education Marketing, Minecraft and other key stakeholder groups.
* Support of XKit, custom marketing device and software event kits.
  + Imaging, custom configurations of industry content either via network deployment for scale or hands-on for small batch events.
* Technical Program Management for custom program platform development.
  + Redirection of project gone sideways,
  + Accelerated, agile development in Azure Dev Ops
  + Liaison between dev team and user group, always driving for end goal.
* Developer and director of l’Etoile d’Or incentive program to incentivize team members to reach their stretch performance goals.

**UNICEF** France **January 2011 – March 2017**

**President / Branch Manager, Antibes (volunteer) August 2015 – March 2017**

Responsibilities:

* Created and managed new volunteer branch (Ville d’Antibes) for Maritime Alps region.
* Successfully interfaced with and navigated through various local and regional organizations and their bureaucracies to win support for new branch.
* Developed and organized recruitment plan, tripling the size of the volunteer leadership base in the first six months.
* Succeeded in ten-fold increase in donations for first campaign over previous years.
* Designed and created marketing materials for fundraising campaigns and educational activities.
* Liaised with local government.

**IT Consultant, Paris (volunteer) January 2011 – August 2015**

Responsibilities:

* Managed network, computers and software for Paris office.
* Created and managed a volunteer and donor database to replace the existing database including creating the data entry forms necessary to manage the database and transitioned the staff to this new database.
* Provided ongoing staff support software and hardware.
* Worked directly in support of the vice president and fundraising campaign coordinator.

**Microsoft** (Valente Solutions,Paris, France) **July 2012 – June 2015**

**Xbox Content Producer/Publisher for Global Marketing of Music, Video, Games and Apps**

Responsibilities:

* End-to-end project management, programming, production and publishing of marketing content for SmartGlass for Xbox 360 an Xbox One.
* Publishing weekly Xbox global marketing content, primarily music and video programming, marketing updates and campaigns, and other ongoing site maintenance publishing tasks, using the Microsoft-internal CMS, other data repositories and SharePoint.
* Gathering and preparation of content assets from multiple data sources for publishing.
* Coordinating with teammates to ensure timely availability of their deliverables for publication.
* Publishing of content and quality assurance (QA) of live content.
* Scheduling of content publication and coordination with marquee marketing campaigns

**Ogilvy Group,** Paris, France **October 2011 – June 2012**

**European Business Change Management Project Manager**

Project goal: European project led by the European finance and IT leaders in a major worldwide digital marketing firm to improve operational efficiency in five European markets (UK, France, Germany, Spain and Italy) through the introduction of new technology, process enhancements, design reviews and business reengineering and/or restructuring.

Role Responsibilities:

* Define market business requirements from a base set of processes and measurement points.
* Write up detailed business scope documents to design and implement agency tools.  Define information needed to track these measurement points.
* Responsible for helping local markets develop implementation roll out plans. Detail the action plans and steps to take to integrate the information into a collaborative platform (SharePoint).
* In charge of leading local project working groups, setting schedules and maintaining communications
* Work closely with the European Operations and IT teams

**Microsoft France** (**Valente Solutions,** Bellevue, WA)

(**Mextor**, Paris, France) **February 2011 – September 2011**

**Zune Web Producer / Content Manager of Zune Marketing Content**

Responsibilities:

* Maintain Microsoft (zune.net) global ecommerce sites in Europe.
* Publish weekly music and video programming, marketing updates and campaigns, and other ongoing site maintenance publishing tasks.
* Preparation of content assets for publishing.
* Modification and creation of HTML/XML pages as necessary to meet marketing specifications.
* Scheduling of content publication and coordination with marketing campaigns
* Coordination of tasks with a site manager on site in Paris, with the international marketplace programming team in Paris and in Redmond, with EMEA content teams in the UK, Italy, Spain, France and Germany, and with the global site management team in Redmond.
* Quality Assurance of new site content prior to release to web.
* Webtrends analysis of site performance.
* Maintain and update team SharePoint site.

**Aquent LLC,** Seattle, WA **October 2008 – February 2011**

**SharePoint Consultant**

Responsibilities:

* Internal Microsoft corporate web site design and creation using SharePoint on Infoweb
* SharePoint design and development
* Data migration
* Project management - develop a delivery schedule, establish working meetings with the cross-functional group, manage the delivery schedule, and report on progress.
* Manage change to stay within budget.
* Business Analysis - work with cross-functional teams to gather requirements and document site design, which, for the project management site, will include very specific details to implement extensive use of the Agile/Scrum process to manage project technical deliverables.
* UI Design - define the user experience, navigation, and usability for SharePoint sites, pages, and services. Iteratively design site prototypes that satisfy business requirements and present to cross-functional group.
* Site Building - create, configure, and customize SharePoint sites, pages, site columns, content types, libraries, lists, views, and Web parts, to meet the needs of business functions

**Microsoft Corporation,** Redmond, WA **July 1999 – August 2008**

**Production Engineer May 2007 – August 2008**

Microsoft Windows Division, User Assistance

Responsibilities:

* Content and Metadata management in multiple systems including DxStudio, DocStudio, SourceDepot, VSS, TrackStar/MAP (Windows Live CMS), Sitebuilder
* Coordination with Editorial and Test teams to define content production processes, requirements, and schedules
* Create and update production team process documentation, provide technical support for editorial teams, and train extended team on tools and processes
* Optimization of existing and creation of new content production processes and tools
* Troubleshooting publishing and content production issues and driving resolution across teams
* Update Windows Vista web content for Tablet user assistance

**Production Manager May 2006 – May 2007**

Microsoft Tablet Group, User Assistance

Responsibilities:

* Own production assignments end to end, including defining standards in production tools and future production processes.
* Create, manage, and implement effective processes for Help and web content publishing and build setup, content testing, and bug-fixing.
* Drive production projects using an XML-based content management system.  
  Manage production scheduling, passes, and handoffs.
* Determine resource and budget needs for CSG production and build support, and interview and manage production CSGs when needed.
* Partner with Localization to create guidelines and effective processes to manage the localization of assistance deliverables.
* Create and work with templates, prepare files, and create and troubleshoot builds and troubleshooting tools to ensure high-quality and timely handoffs.
* Proactively identify and implement procedures to strengthen, streamline, and automate the build process.
* Train writing teams, Localization members, and other production team members about the production processes, and set and manage expectations across these groups.
* Drive mid- and large-scope content migrations and conversions.
* Release content on CD, DVD, and to the Web.
* Set up initial build trees, scripts, and tools.
* Manage the daily build process, and identify and drive the resolution of build errors and build schedules independently or by using a production CSG.

**Program Manager August 2003 – May 2006**

Microsoft Learning

Responsibilities:

* Manage virtual team of developers and technologists to different projects from short-term QFE to year-long development projects.
* Contribute to business direction and strategy in the area of technology, particularly in the area of unified file management and content storage.
* Champion the group-wide development of XML-based content.
* Communicate my team’s efforts through status-like blogging on an internal web log.
* Manage a seven member team of internal and external developers and testers, working from start to release on a major suite of content development tools, including an authoring environment, an XML validation tool, a content viewing tool, a psychometric analysis tool and a content build tool (or, content management system - CMS) for Microsoft Learning Certification exams delivered in worldwide testing centers.
* Schedule this tool suite development and budget for it.
* Provide training and support for this new suite of tools locally and abroad.
* Provide Certification group policy, guidance and support for infrastructure areas like Product Studio, SharePoint, Visual SourceSafe and the Extranet.
* Work with internal and external localization teams to gather tool requirements.
* Install tool suite with our MS Learning localization teams in Ireland and Spain. Tool delivered content in 14 languages.

**Build Coordinator April 1999 – August 2003**

Microsoft Learning and MSDN Training

Responsibilities:

* Edited and debugged layout of CDs using HTML/CSS.
* Scheduled and completed courseware builds for testing on time and within budget.
* Resolved CD bugs for courses.
* Produced CDs for release with courseware.
* Helped set production metrics within the overall content development life cycle.
* created and managed development and production processes
* Program managed and helped develop an automated scheduling tool development project, creating the entire web application interface.
* Supported the release of scheduling tool with user training and support.

**EDUCATION**

**Microsoft Certified Professional**, SQL Server 2000 Administration

**Master of Arts**, Economics, Young School of Policy Studies, Georgia State University, Atlanta

**Bachelor of Arts**, double major in Economics and in German, Auburn University

Certificat Français, Faculté des Arts et des Lettres, Université de Nice, France