

# PAMELA L. KELLY, PMP®

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*Passionate about educating users about how to use IT products in a way that helps them do their jobs effectively.*

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## KEY ACCOMPLISHMENTS

- In 2019, in partnership with Skava's chief platform architect, created the technical component of Skava's partner enablement program for implementors of Skava's SaaS Commerce platform. Our team developed the learning objectives, curriculum, content, and code samples, and conducted training via four (4) remote sessions for 76 internal and external attendees located in India, Europe, and the United States. Project managed the creation and delivery of training content, including copyediting all technical and business content.
- Managed Skava's developer portal re-platform to WordPress, including evaluating, selecting, and configuring plug-ins, establishing and documenting site and login security, creating site user how-to documents, and porting technical and business content and user accounts.
- In 2018, in partnership with Skava's chief platform architect, created and executed a systems integrator training program for the Skava SaaS Commerce platform. Over a three (3) month period, outlined learning objectives and a multi-phased curriculum, created content and hands-on exercises, vetted the learning program internally by using the material to train Skava's solutions architects, updated the program based on internal feedback, and then conducted a successful training program, onsite at the vendor's office, for 24 project managers, business analysts, architects, and technical managers. Created and taught the business-user segment of the curriculum. Project managed the engagement, including creation and delivery of business and technical user training content.
- Managed the successful launch of Skava's Developer Portal at <https://developer.skava.com>. Skava's technical documentation resource for its SaaS Commerce platform for both stakeholders and internal users.
- Redesigned and redrafted all business administrative user guides for Skava's major 8.0 platform release.
- In 2017, traveled to China with one (1) of Skava's lead developers from India to manage a three (3) week developer training session onsite at a client facility. Project managed all aspects of the onsite training program.
- Conducted client-specific product training at client's headquarters in Australia. Created learning objectives, curriculum, and content, including hands-on exercises, based on the client's provided needs assessment. Trained business users in diverse roles across the company over four (4) days.
- Developed and conducted a one-day training session onsite at client's office in Omaha, Nebraska for the client's custom-build. Partnered with the client to complete a training needs assessment, worked with developers and the product manager to understand the custom implementation, wrote the client's business user manual, and created learning objectives, curriculum, content, including hands-on exercises, using the client's data.

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## PROFESSIONAL EXPERIENCE

Skava, Inc., San Francisco, California

### Platform Training and Documentation Lead

01/2018 – 08/2019

- In addition to platform training responsibilities for Skava's SaaS Commerce platform as outlined below, managed the creation and update Skava's SaaS platform documentation
- Managed the launch, administration, operation, and re-platform of Skava's Developer Portal, the online technical documentation resource for its SaaS Commerce platform
- Served as a technical writer and reviewer for developer portal and business and technical user training content
- Managed team of three (3) technical writers located in Skava's India office, implementing processes and procedures and mentoring staff

### Platform Training Lead

01/2017 – 12/2017

- Served as the primary technical writer and reviewer for Skava's training content
  - Created or managed the production of product training and explainer videos, including audio & video editing
  - Partnered with product subject matter experts (SMEs) (i.e. product managers, solutions and platform architects, business analysts, developers, and quality assurance teams) to understand, document, and train end-users on Skava's platform products
  - Conducted training discovery sessions with clients to understand specific training needs for engagements
  - Partnered with implementation SMEs to understand client-specific implementations for training engagements
  - Developed and conducted interactive blended learning sessions for product business users
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## PROFESSIONAL EXPERIENCE (CONTINUED)

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**Platform Training Lead (continued)** 01/2017 – 12/2017

- Provided executive status and post-mortem reports for training engagements, as required
- Organized and managed training program logistics

**Senior Project Manager** 01/2014 – 12/2016

- In addition to successfully driving and delivering implementation and maintenance projects as described below, managed Skava's training program
  - Created and delivered product end-user training
  - Served as the primary technical writer and reviewer for training content
  - Project managed the creation and update of training videos and materials
  - Served as the company's training coordinator, organizing and managing logistics for Skava's training program
- Supervised and mentored an associate project manager

**Project Manager** 06/2012 – 12/2013

- Project managed e-commerce implementations from the requirements phase through go live
- Managed new feature implementations projects and maintenance updates for live e-commerce implementations
- Drafted project charters
- Created and managed project schedules
- Served as primary client contact for all assigned projects, regularly reporting project progress to internal and external stakeholders
- Provided executive status and post-mortem reports for implementation and maintenance projects
- Monitored, directed, and collaborated with offshore project managers, developers, and QA teams
- Coordinated communication between clients, vendors, and internal technical, creative, and offshore teams
- Maintained project documentation

Mason Tillman Associates, Ltd., Oakland, California

**Project Manager** 03/2012 – 06/2012

**Researcher (Contract)** 12/2011 – 03/2012

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## TECHNOLOGY EXPERIENCE

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Broad experience on Intel and Mac platforms, including with Gmail, Google Docs, Slides, Sheets, Calendar, and Drive, Microsoft Word, Excel, and PowerPoint, TechSmith Camtasia, Snag It, and Screencast, Adobe Audition, Captivate, and Acrobat Pro, HTML, CSS, Markdown, JavaScript, jQuery, Node JS, RESTful APIs, Git, Git Bash, Terminal, GitHub, JIRA, Confluence, Visual Studio Code, and WordPress.

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## EDUCATION

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*UC Berkeley Extension Coding Bootcamp, Live-Online (part-time)*

**Certificate, Full Stack Web Development [Expected Completion: May 13, 2020]**

*Association for Talent Development, Live-Online*

**Certificate, E-Learning Instructional Design**

*Golden Gate University, San Francisco, California*

**Master of Science, Management of Information Systems**

*University of California, Berkeley, California*

**Bachelor of Arts, History**

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## CERTIFICATION

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*Project Management Professional®*, Project Management Institute

**Certified, June 2017 (#2045537)**

*Certified ScrumMaster®*, Scrum Alliance

**Certified, January 2017 (#604616)**

*PMI-Agile Certified Practitioner®*, Project Management Institute

**Certified, October 2016 (#1964868)**

*Member, State Bar of California*

**Licensed, June 2004 (#230721)**