Heather Alicia Harris

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SUMMARY

Technical Program Manager with 8 years of business leadership, including 4 years as an entrepreneur, and 3+ years in data & program management. Delivered $1M+ in cost savings through predictive modeling, data-driven strategies, and system automation.

EXPERIENCE

Boeing | Remote
Technical Program Manager | October 2022 – Present
- Diagnosed and mitigated revenue losses exceeding $15,000 monthly by analyzing Geotab KPI reports and implementing a fleet management plan, generating over $600,000 annually across fleet of 1,000 vehicles.
- Spearheaded enterprise-wide deployment of Geotab telematics, securing funding and collaborating with cross-functional teams to boost vehicle tracking by 40%.
- Led program expansion to 3 sites, overseeing installation and ensuring cybersecurity compliance for 16 software applications.

NASA | Remote
Junior Data Analyst | June 2023 – August 2023
- Engineered an 8-page interactive dashboard in Looker Studio to monitor and optimize power usage effectiveness (PUE) for the Computational Research Facility, reducing energy consumption by 27% and driving $150,000 in annual cost savings.
- Delivered a keynote presentation to executive leadership and researchers across the company, presenting cost-saving recommendations and findings on lowering the facility's PUE from 1.50 to 1.10, which resulted in significant energy efficiency improvements and operational savings.

Boeing | Mesa, AZ
Junior Technical Program Manager | May 2022 – October 2022
- Designed and implemented advanced data analytics solutions to optimize audit processes, resulting in $200,000 annual savings and reducing departmental workload by 35% through automation and enhanced data insights.
- Developed and deployed a real-time data monitoring system integrated with Maximo ERP, significantly improving operational productivity by 40% and providing leadership with accurate, up-to-date reporting.

StormwaterGO | Orem, UT
Technical Program Manager | January 2022 – April 2022
- Revamped the company's website through full-stack development, UX enhancements, and technical optimizations, boosting customer retention by 30% and aligning all improvements with broader business objectives and user needs.
- Authored a comprehensive 75-page strategic report recommending revenue growth strategies using Google AdWords and multi-channel marketing platforms, resulting in enhanced customer acquisition efforts and significant revenue increases.

BYU Ira A. Fulton College of Engineering | Provo, UT
Program Advisor | October 2021 – April 2022
- Automated reporting systems, reducing manual efforts by 50% and improving data accuracy by 30%.
- Created KPI dashboards to enhance visibility into program metrics and align team efforts with strategic goals.

Seattle Private Violin Lessons & Consulting | Bothell, WA
Founder & Director | April 2017 – Jun 2021
- Negotiated and managed client contracts, scaling operations by 400% and increasing annual revenue by 800%.
- Maintained a 95% client retention rate by implementing custom performance tracking tools and personalized coaching plans.

EDUCATION

Brigham Young University | Provo, UT
B.S. Information Systems Management
- **President**, Product Management Society, **Vice President**
- **Member**, Association for Information Systems, Strategy Society, Women in Business, BYU Symphony Orchestra

AWARDS & LEADERSHIP

- **Geotab Connect Conference Panelist**, Global Client Advisory Sessions *2023 – Orlando, FL | 2024 – Las Vegas, NV*
- **Keynote Speaker**, NASA Computational Research Facility *2023 – Langley, VI*
- **Guest Speaker & Recruiting Ambassador**, Boeing Recruiting Sessions *2022, 2023 – BYU Provo, UT*
- **Employee Award of Excellence**, Ira A. Fulton College of Engineering *Awarded by Program Leader Jeff Peter, 2022*
- **2nd Place**, EY Intex I Competition *2023* | **AI Chatbot Development Award**, EY Intex II Competition *2024*
- **Sandbox Hackathon Winner**, Sandbox Program for Entrepreneurship *2022*

SKILLS

Technical Program Management: Cross-Functional Leadership, Agile Methodologies, Scrum, Project Lifecycle Management, Strategic Planning, Stakeholder Collaboration, Risk Management, Resource Allocation, Program Metrics & Reporting
Data & Analytics: Looker Studio, Tableau, Power BI, Splunk, pandas, Power Query, Excel VBA, Advanced Excel (Pivot Tables, Macros), MySQL, PostgreSQL, BigQuery, Oracle, NoSQL (MongoDB), ODBC
Cloud & DevOps: Google Cloud, AWS, Azure, Docker, Kubernetes, CI/CD Pipelines, Serverless Computing, IaC, Virtualization
Programming & Development: Python, JavaScript, TypeScript, C#, C++, Java, Node.js, React, HTML, CSS, ASP.NET, SaaS
Tools & Technologies: Git, GitHub, GitLab, Linux, Windows, API Integration, UX Design (Figma), ERP Systems (Maximo, Ariba)