

Alexandria (Ali) Cohen

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Summary of Qualifications

- 15+ years of diverse experience delivering project management, process improvement, product analytics, data insights, DevOps, and risk mitigation (IT, Gaming, Government, Finance, Transportation, Pharma, Oil and Gas).
- Highly skilled in stewarding operational excellence and organizational effectiveness projects through root cause analysis and facilitating cross-functional teams to solve problems, refine products, and standardize processes.
- Proven track record of collaborating with stakeholders at all levels to understand goals, align priorities, capture requirements, assess readiness, validate acceptance criteria, build trust, and inspire teams toward future success.
- Strong communication skills with effective technical writing and data visualization to foster a shared understanding.
- Leadership and collaboration abilities, using an Agile approach combined with Waterfall practices, Systems and Design thinking, and scorecard reporting to showcase results, mitigate risks, and optimize operations.
- Technically savvy (*Python, SQL, Cloud, Git, AI*), life-long learner, with recent upskilling in software engineering.

Work Experience

Workday

Victoria, BC

Senior Technical Program Manager, Experience Design Dev Groups (EDDG)

Mar 2020 – Feb 2023

Led SaaS Cloud People Experience (PEX) product refinement and strategic programs across Experience Design Dev Groups (EDDG) to highlight dependencies, align OKRs and establish shared priorities.

- Managed a global project team to deliver localization (37 languages) across the PEX Product suite (Default Home page, Journey Paths, Help, Knowledge Articles, Search, and Case Management) for Native Web and Mobile.
- Delivered a multi-phase, performance assessment across PEX Products to identify fail points for MEGA customers (eg. tested 80K-120K logins/hr to simulate load of concurrent users running multiple products to ensure scalability).
- Stewarded testing and limited release (LA) of a Machine Learning feature across Product teams: WD Assistant, Machine Learning, WD Help Search and Knowledge Articles. Removed blockers for the team by clarifying leadership expectations, roles and responsibilities, prioritizing work, understanding dependencies, and mitigating risks to deliver a pilot product with customer feedback, and lessons learned.
- Collaborated with mentors to coach teammates and built the TPM delivery framework, project templates, and request process using: JIRA, Confluence, Trello, Smartsheets, Miro, Slack, and G Suite apps.

KIXEYE

Victoria, BC

Senior Project Manager/Game Producer

Jan 2019 – Jul 2019

Orchestrated the daily operations and weekly releases of the online game “War Commander” (~30,000 DAU).

- Coordinated work across 24 resources, 6 departments (QA, Dev, Design, Art, Product and Marketing), and 4 countries (Canada, US, Vietnam, Australia), to deliver game features that maximize revenue while decreasing OpEx.
- Interviewed and built out WC team to maximize revenue and player experience, while decreasing OpEx costs.
- Deliverables included: Monthly Cadence calendar, Weekly Feature Tracker, Project Milestones, JIRA workflows and tickets, Resource calendars, Release and Deployment notes, Facebook Admin access, Escaped Defects, Bug logs, onboarding for new resources, team collaboration and happy gamers.

TECHNICOM CONSULTING INC - Principal Management Consultant

Dec 2005 - Present

Offering contract expertise in Organizational Effectiveness with the following services:

- Technical (and non-tech) Project Management (Agile, SAFe, Waterfall, SDLC, CI/CD)
- Program Management and Strategic Alignment (OKRs, KPIs, Annual Planning, Balanced Scorecards)
- Cloud Computing (OpEx management), Network Administration, Product and Technical Support
- Data Analysis and Analytics; Operational, Product and Performance Metrics Reporting and Visualization
- Business & Systems Integration and Alignment; Process Improvement and Standardization
- Operations Management System Governance (ISO 9001, ITIL, Six Sigma, Lean, Risk mitigation)
- Change Management (Communication plans, Training Design & Delivery)
- Technical Writing and Records Management (Project Artifact documentation, user guides, SOPs, QRCs, etc)

SELECT CONTRACT POSITION HIGHLIGHTS (under Technicom Consulting Inc.):

Aurinia Pharmaceuticals - ILP Project Manager, Victoria, BC (2019-2020)

- Consolidated project plans across 8 departments to deliver the Integrated Launch Plan (ILP) for a new drug release. Delivered custom reporting and recommendations for best practices and sustaining alignment.

BCI - ServiceNow Implementation Project Manager, Victoria, BC (2017)

- Implemented a ServiceNow pilot project in <3 months. Led a team of 5 through cycles of requirements gathering, stakeholder reviews, and user testing. Delivered training, lessons learned, and deployment plan.

Cenovus Energy - Business Advisor, Calgary, AB (2011-2015)

- Delivered the Energy Asset Management (EAM) Transformation program to define 15 new Services with functional processes, task documentation (SOPs), dashboards, and cycle time metrics across 150+ resources. Achieved a 20% increase in throughput with existing headcount, and no SLA impact.

Talisman Energy (now Repsol) - Leadership Coach and Supply Mgmt Project Manager, Calgary, AB (2009)

- Coached 11 Supply Management leaders through transition to their new unconventional gas strategy. Result was a Balanced Scorecard aligned across the organization, with LEAN goals and KPIs for sustainment.

City of Calgary partnering with Enmax - Business Process Analyst (2008)

- Documented 54 current and future state processes with cycle time metrics for the SAP interfaces between Enmax and the City of Calgary. Delivered ARIS process workflows with risks and improvements highlighted.

Technical Skills

Operating Systems:	Windows, Android, iOS, Mac OS, Linux, UNIX, CLI
Applications:	Azure Sandbox, Office 365 Suite, Google Suite, Adobe Suite, Atlassian Suite
Technology:	Network Administration, RDBMS, Jupyter, SQLite, GitHub , JIRA, Confluence, Jenkins, ServiceNow, Workday, SAP, SharePoint, Figma, Canva, Miro, Chat GPT, Slack, PagerDuty
Data Analysis & Visualization:	IBM Cognos Analytics, Tableau, Matplotlib, Seaborn, Plotly, Dash, Excel
Project Management:	Agile, Waterfall, Scrum, Kanban, Trello, Gantt Charts, SDLC, Roadmaps, Smartsheets
Governance Frameworks:	ISO 9001, SOX, FedRamp, ITIL, Cloud Computing models
Process Improvement:	LEAN, Six Sigma, Gap Analysis, OKR and KPI Scorecard Alignment
Programming Languages:	SQL, Python, JQL, HTML, CSS
Change Management:	Training design and delivery, Communication strategy, Technical Writing

Education & Professional Certifications

Microsoft Generative AI Certificate	Dec 15, 2023
Hootsuite Platform Certificate	Dec 3, 2023
IBM Data Analyst Professional Certificate (link to Final Capstone Project)	Nov 27, 2023
Microsoft Azure Fundamentals Professional Certificate	Sept 27, 2023
Python for Beginners, Udemy	Sept 2022
Agile Project Management and Scrum, Workday internal course	Apr 2021
Product Management and Development, Workday internal course	Feb 2021
OMS Fundamentals for Infrastructure Architects, Workday internal course	Nov 2020
Six Sigma Green Belt and LEAN, Cenovus Energy Program	2014
Bachelor of Science, Science Technology and Society, University of Calgary, AB	2006
Bachelor of Arts, International Business Relations, University of Calgary, AB	2006
Six Sigma Black Belt, Canadian Pacific Railway and General Electric	2003
Computer Systems Networking and UNIX, Southern Alberta Institute of Technology	2001
*Ongoing Learnings: Advanced SQL, Python, Javascript, Google Cloud Digital Leader, Power BI, A.I., LLM, IoT... and more!	

Volunteer Experience

Director of Operations, HardNox Track Dayz, Motorcycle Track day provider, Calgary, AB	2010 - 2018
Guest Speaker, Women in the Wind, Motorcycle Riders Conference, Calgary, AB	Aug 2013
Opening Speaker, The Planet Tour, Ladies Motorcycle Retreat, Calgary, AB	Sept 2012