**Jill MacLean 503-810-8927**

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**Summary of Qualifications**

Professional and highly experienced engineering Program Manager with over 16 years in software and hardware development in video on demand, advertising management, and workforce automation solutions. Demonstrated ability to execute and deliver complex programs within schedule, budget and scope.

* Strong leader of technical teams
* Set and manage achievable program goals
* Innate ability to establish trusted relationships with team members and stakeholders
* Proven problem solver and innovator
* Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines
* Establish and implement departmental policies, goals, objectives, and procedures
* Personal standards for excellence in program management demonstrated consistently across all programs
* Very high standards of ethics and morality

**Professional Experience**

ARRIS, C-COR, nCUBE – Beaverton OR 1996 – 2013

**Senior Program Manager**

**Demand Driven Video** <http://www.arrisi.com/solutions/ddv/index.asp>

Assembled, managed and led core product development teams in the design and development of five major propriety video on demand server platforms and four major software releases to create complete product suites that provided independent scaling of ingest, storage and streaming, high performance, resiliency, density and high availability. Platforms included Web based hardware monitoring software.

**On Demand Media Management** <http://www.arrisi.com/products/product.asp?id=13>

Managed application development teams that developed software to integrate with video on demand servers, billing systems, multiple third party vendors and a variety of network architectures. Included Web based back office management that provided real-time problem notifications in order to correct before they became revenue impacting. Supported multiple deployment configurations, including streaming to a variety of set-top boxes, PC’s and mobile devices, and time shifted television.

**Targeted Advertising** <http://www.arrisi.com/solutions/targeted_advertising/index.asp>

<http://www.arrisi.com/products/product.asp?id=15>

Directed product development teams in the design and development of software for analog and digital advanced advertising, targeted advertising and local ad insertion on digital cable networks. Solution involved headquarter software that coordinated interactions with traffic and billing systems and content sources, as well as an operations console software responsible for system and content management, schedule importation and distribution, and monitoring of alerts for missing ads and problem resolution prior to impacting customer revenue.

**Work Force Management** <http://www.arrisi.com/products/product.asp?id=56>

Offered and provided temporary program management for workforce management and automation software development until a permanent program manager could be hired. Software product designed to schedule, dispatch and provide automated and optimized routing of field technicians using GPS coordinates, report job status, capture customer signature and add services via mobile devices (Android and Windows) and check service quality of installed hardware prior to departure. Product provided customer Web based technician arrival status.

PROGRAM MANAGEMENT RESPONSIBILITES:

Management

* Managed cross-functional and multi-team based projects and programs.
* Created and maintained detailed cross-functional plans and provided program leadership to multi-disciplinary teams to ensure key deliverable timely completion.
* Program teams consisted of representatives from every department responsible for a deliverable; usually five to 12 people depending on the phase representing 100+ individual contributors.
* Set and managed program goals based on resource availability and current sustaining load.
* Directed daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines.
* Collaborated with product line managers and engineering to set priorities between new development and sustaining activities.
* Worked with product line management and engineering to support and direct corporate and business unit strategy.
* Experienced in release management ensuring a complete product having passed all quality assurance testing criteria, customer acceptance, government regulations and corporate prerequisites.
* Ensured all technical documentation and training materials were in place for general availability prior to beta.
* Confirmed all manufacturing processes in place and available.
* Ensured all certifications in place: UL, FSS, IEC, CCC, CE, RoHS
* Resolved majority of projects issues by bringing groups together to discuss and resolve to mutual satisfaction of all parties, only escalated when appropriate.
* Executed risk management and mitigation programs.
* Assured complete and approved MRD (Marketing Requirements Document) and corresponding PSA (Product Specification Agreement) prior to development start.

Agile / Scrum

* Certain teams used the Agile methodology for planned features and functionality per sprint.
* Application developers meet for daily Scrum meetings.
* Monitored Wiki for progress against plan and worked to resolve impeding issues.
* Conducted weekly program meetings to review progress against sprint, next sprint planning, status, issues and action resolution.
* Liaised with development team manager on status and progress within each sprint.
* Each sprint ended in a review and demonstration of progress.

Scheduling

* Accountable for all project plans, schedules, deliverables, program approvals and documentation, resource allocations.
* Set and managed program goals based on PSA and resource availability and current sustaining load.
* Created detailed program schedules including all deliverables and dependencies, milestones and program stages, closely following critical the path to prevent delays in schedule.

Communication

* Conducted weekly program meetings to review progress against schedule, status, issues, risks and action resolution.
* When necessary, held bi-weekly or even daily meetings to resolve critical issues.
* Wrote and distributed concise weekly reports with green, yellow, red status indicators, listing accomplishments, upcoming objectives, and risks with planned mitigation.
* Coordinated bug reviews (via JIRA) to determine which bugs should be assigned to a future software release version.

Process

* Managed multiple projects within a single program using the corporate Product Development Life Cycle methodology.
* Experienced in process improvement resulting in quality improvements, efficiency, clearer and more accurate reporting, corporate cost reduction.
* Lessons learned conducted to review what went wrong and how to avoid / improve going forward.

Finance

* Responsible for and managed all program budgets exceeding $3M.
* Provided monthly budget reports containing actual and planned costs to the senior management.
* Purchased and managed all third party hardware and software.

Other

* Self-starter and self-directed in accomplishing organizational goals and objectives.
* Demand Drive Video involved Red Hat Linux 5, Oracle Video Server software, Bell Labs Plan 9
* On-Demand Media Management software written in JAVA.
* Targeted Advertising Red Hat Linux 5 and C++.
* Proficient in PeopleSoft, Oracle and Microsoft product suites.

**Leadership / Initiative**

* Maintained ARRIS’ ISO9001 standards and procedures; responsible for internal and external audits.
* Assisted in drafting the business unit’s PDLC (product development life cycle) document specific to hardware and software development.
* Implemented product development life cycle within each product line.
* Established and ran the Product Steering Committee made up of product line management, engineering, manufacturing and technical support directors and business unit executives to review and approve new product development and enhancements as well as approval to move forward with the next phase of each program. Meetings were held monthly and a summary of decisions and actions was produced.
* Developed, managed and maintained plan of record for all current and proposed hardware and software projects and programs. Portfolio was typically comprised of 12 current, 5 proposed and 4 future projects and/or programs.
* Maintained and managed capital inventory consisting of 200+ video servers, 25 IBM server development platforms, two complete headend systems (Motorola and Cisco), four encoding stations, two transcoding systems, and two Terayon CherryPicker’s (Video Re-Multiplexer); produced annual audits for Finance.
* Prepared and provided quarterly budget reviews for the GM and VP of the business unit. Annual departmental budget was $750k to $1.1M depending on existing and planned programs, and covered purchased and planned capital and expenses for that year.

U.S. Bancorp – Portland, OR 1991 - 1996

**Telecommunications Operations Manager; Project Manager**

Managed and supervised Telecommunications Analysts who provided support for all aspects of desktop communications and automation, including voice, video and data communications.

* Successfully processed and completed an average of 2,600 requests for service per year.
* Responsible for all project planning and resource loading.
* Responsible for hiring, staffing levels, performance reviews, goal setting, career planning, continuing education.
* Supported all Bancorp mergers and acquisitions.
* Accountable for all PBX installations, peripherals, voice mail, call processing, voice response units, video teleconferencing; as well as all IBM, DEC and Tandem connectivity for the end user whether in a branch or office.
* Performed complete cost analysis of Bancorp’s 4,000 line DMS 100 Centrex system; defined needs, wrote a comprehensive Request for Proposal, assembled a diverse team for evaluation, and made an objective recommendation for a vendor.
* Prepared business cases for large projects, made recommendations for cost savings, new product review and recommendations.
* Responsible for creating and maintaining disaster recovery sites.

**Education**

Bassist College; Portland, Oregon

Associates Degree - Interior Design

Portland State University; Portland, Oregon

Economics and Mathematics

Certified in advanced project management

References available upon request