

ANGELA ROBERTSON

(919) 656-1995

angela.p.robertson@gmail.com

<https://www.linkedin.com/in/angela-robertson-3418042>

PRINCIPAL MANAGER

Cross-Functional Leader | Action Oriented | Results Driven

Proven engineering manager with extensive track record driving the successful performance of mid- and large-scale teams at enterprise software companies. Known for strong commitment to customer success, composure under pressure, and unparalleled commitment to delivering superior, data-driven results. Skilled at attracting, developing, and retaining top talent.

AREAS OF EXPERTISE

- Customer Engagement
- Technical Program Management
- Quality Management Systems
- Talent Coaching & Development
- ADKAR Change Management
- Data Strategy & Analytics

PROFESSIONAL EXPERIENCE

MICROSOFT

Principal Manager, Redmond, WA

7/2016 – Present

Lead 200-person development team to adopt data-driven, performance-focused resourcing model. Grow MAU to 32M unique visitors (YoY +22.4%) and 25M engaged visitors (YoY +17.2%). Applied capacity forecasting with business intelligence dashboards to optimize work-in-progress and reduce technical debt. Drove operational excellence, use of lean/agile development practices, and creation of tools and processes to enable PMs, developers, and customers to contribute to online product documentation.

- Deployed a platform-wide content release management process for product, feature, and content releases. *Facilitated on-time release of 700+ content sets over 9 months with 99.4% success rate (achieving record-low number of live-site incidents) across Microsoft's marquee events, including Ignite and //build.*
- Facilitated completion of content migration from MSDN/TechNet library to docs.microsoft.com, which included collaborating with product and service teams, legal, and external partners to move, consolidate, archive, or delete more than 45M published articles. *Increased active users of targeted technical documentation by 30% YoY (i.e. 12M new unique monthly viewers).*
- Partnered with senior leaders across Microsoft to recruit product software engineers and program managers to support customer feedback resolution via Docs Contributor Program, GitHub Issues, and Customer Experience programs. *Reduced customer issue closure time from 120+ days to 80% closed within 30 days and 100% closed within 90 days (approx. annual volume of 37k items).*
- Implemented talent assessment program to develop performance-driven culture. Achieve attrition targets while improving diversity of workforce. *Consolidated key performance indicators (KPIs) to simplify the assessment process and deliver more consistent, less biased evaluations.*

RED HAT SOFTWARE

Manager, Raleigh, NC

8/2015 – 7/2016

Selected by executive leadership to create global program management organization designed to increase contributions and reduce defects reported to the Customer Partner Portal. Achieved rapid performance transformation with proven ability to dive deep, earn trust, and deliver impactful results.

- Pivoted culture using scrum process framework, daily stand-up meetings, embedded engineering support teams, and employee accountability/empowerment programs. *Drove early or on-time delivery*

of check-ins, reduced time to close rate by >3 months, and enabled employee-driven innovations – reduced defect rates by 80%.

- Led change management program to refactor development from a proprietary XML-based schema to an open markdown hosted in GitLab. *Secured 70% annual savings by moving to a lower-cost, open-source solution.*
- Created program for release management and scaled the program across 36 offerings in the RedHat product portfolio, including multiple releases of RHEL, JBoss, and OpenShift. *Successfully attained operational readiness for all alpha, beta, and GA releases on time and with zero defects.*
- Developed and deployed a system for assessing performance through automated data gathering, included setting metric definitions and target KPIs. *Automated metadata updates to increase data integrity and reduced bounce rate by 10 percent.*

IBM

Technical Lead, Advisory Software Engineer, Raleigh, NC

8/1998 – 8/2015

Recognized for application of project sprints to deliver impactful results during rotations in software, hardware, user-centered design, support, and acquisitions. Key accomplishments include:

- Supervised 15-person team in support 23,000 unique customers. We moved from monthly updates to continuous deployments that demonstrated commitment to listening to customer feedback. Opened a customer feedback channel where we met a 3-day SLA for responding to issues.
- Led refactoring of 55 software projects in collaboration with CTO. The refactoring required collaboration with 10+ localization centers to ensure globalized updates were live within 30 days of English content going live. When issues were raised by sellers in other geographies, met 24-hour SLA to ensure issue was triaged and assigned.
- Relaunched an alpha and beta program designed to bring new perspectives into the product development lifecycle. Piloted relaunch with a partner in Iceland who helped bring a global audience of customers to advise on the new program.
- Instituted monthly business reviews for software executives to present qualitative and quantitative feedback from customers and drive accountability on strategic commitments.
- Led 3 acquisitions through 'blue-washing' process to ensure compliance with corporate guidance by target dates. Three phases of the acquisition process were required to be completed within a 12-month period. My first acquisition, Collation Software, was based in California. I subsequently led the acquisitions for FilesX (based in Israel) and Outblaze (based in Hong Kong.)

EDUCATION

Master of Science – North Carolina State University, Raleigh, NC

Bachelor of Arts – North Carolina State University, Raleigh, NC