

Angela Robertson

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Summary of qualifications

- I am an experienced Engineering Leader with a strong track record of building teams, innovating, and developing product strategy. Held various engineering roles over the past 15 years and love working in groups that put a high value on culture and cognitive diversity.
- I currently manage an organization of over 200 content developers, PMs, and senior managers to deliver experiences and content for Azure. My organization is responsible for Power BI, .NET, Windows Developer, Visual Studio, and Visual Studio Code. We also support billing services and Microsoft Partner Center.
- Fifteen+ years of experience delivering software solutions on schedule and within budget. Working in challenging environments that demand excellent risk mitigation, performance management, and change management skills.
- I am consistently rated at the top of my field in all areas.

Experience

DIRECTOR | MICROSOFT | JULY 2016 - CURRENT

- Lead a cultural change to drive specific behaviors, including a more impactful customer focus and community engagement. I created a transparent, automated process for giving real-time data re: status, feedback loops for customers and other executive engineering leaders, and an open source community for public and private contributions.
- I nurture an open, collaborative community that accepts both internal and external contributions with equal amounts of respect and enthusiasm. This dedication to the customer has improved our performance metrics, and created robust relationships between the customer community.
- Develop relationships with partners across the company. When there is a problem, there are fewer escalations as we have channels for routing and resolving customer-impacting issues quickly.
- Manage and grow an organization that understands how to think about metrics and KPIs related to experience and technical content.
- Recently launched an experience team based in Israel in support of 25+ engineering teams.
- Budget management and resource planning that reports monthly to a variety of internal stakeholders.

MANAGER | RED HAT SOFTWARE | AUGUST 2015 - JULY 2016

- Manage a team of geographically distributed team of technical program managers. These program managers served as program managers across the Red Hat portfolio. My team was responsible for identifying requirements for the Customer Portal, including telemetry needed for managing the delivery of technical content via various channels. The teams needed to drive the implementation of content plans to ensure the go-to-market message was represented in the information was available to subscribers at GA.
- Manage the change from a proprietary (XML-based schema) to open (markdown hosted in GitLab) CMS.
- Drive adoption of metrics for technical content.

TECHNICAL LEAD, ADVISORY SOFTWARE ENGINEER | IBM | AUGUST 1998 – AUGUST 2015

- Lead the content strategy, information architecture, and authoring of projects using a variety of file formats and tools.
- Overall technical content leader for the IBM Spectrum software. Work with members of the CIO office to measure content effectiveness and implements plans for improvement when we moved to reduce headcount. Software portfolio had a customer base of over 23,000 unique companies.
- Led cross-discipline team to increase customer feedback program. Existing early adoption and beta programs became outdated, so this effort was to reach out to non-IBM customers.
- Lead the transition from Information Centers to one Knowledge Center for the IBM Storage team. Met schedule and budget.
- Started program to track and report documentation-focused metrics.

Education

MASTER OF SCIENCE | MAY 2003 | NORTH CAROLINA STATE UNIVERSITY

BACHELOR OF ARTS | MAY 1998 | NORTH CAROLINA STATE UNIVERSITY

Publications and activities

OPENSOURCE.COM AMBASSADOR

- Write and publish monthly articles re: open leadership principles and practices.
- Participate in Q&As and other events with other ambassadors.

LOCAL VOLUNTEER

I volunteer several times a month with local organizations.