






Edd Burke

Technical Program Manager

I love turning good, sensible ideas into real solutions. Drawing from experience in educational technology and telecommunications, I'm committed to making the 21st century experience better for **everyone**.

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Experience

Calix | Technical Program Manager

Telecommunications | Jan. 2023 – Nov. 2024 | Remote

- Led the large-scale onboarding of a new account-based predictive sales engagement platform across the sales organization, driving change management initiatives including pipeline realignment, extensive user training, and requirements gathering from cross-functional teams.
- Spearheaded the enterprise-wide implementation of Adobe Workfront, integrating with Salesforce, Adobe DAM, Snowflake, and Power BI to centralize marketing campaign management and improve collaboration.
- Coordinated with overseas development teams across multiple time zones, ensuring effective communication of stakeholder requirements.
- Transitioned manual spreadsheet tracking to a centralized Salesforce repository for product pricing, facilitating cross-team collaboration and improving accessibility.
- Partnered with QA and testers to document and develop robust systems, ensuring seamless handovers and accessibility for future teams.
- Utilized tools such as Jira, Salesforce, PowerBI, and Snowflake extensively.

Bloom Institute of Technology | Program Manager

Educational Technology | May 2019 – Jan 2023 | Remote

- Onboarded over 400 junior web developers and data science engineers monthly into cross-functional teams across various time zones.
- Designed and delivered a personalized curriculum covering Git workflows, UX fundamentals, accessibility, and cross-functional design patterns.
- Provided hands-on troubleshooting for teams and individual developers, leading successful deployments of ReactJS/NodeJS applications and Python/FastAPI data models.
- Authored and maintained comprehensive technical documentation for the Build Weeks module, serving as a key reference for learners and instructors.
- Integrated CRM tools like Salesforce, Airtable, and Canvas to streamline operations and record management.

Education

• **B.S. Computer Science**,
Western Governors
University (2023–2025)

• **Full Stack Web
Development**, Lambda
School (2019)

• **A.S. Computer
Information Systems**,
Camden County College
(2008)