ERIC WANG, PMP

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EXECUTIVE SUMMARY

- **Team Leadership:** Managed and mentored feature teams throughout career including senior software engineers, senior software testers, and UX designers.
- **Project Management Experience:** 6+ years of experience managing complex, technical projects for Fortune 500 companies including Microsoft. Excellence in managing timelines, and A-Z project milestones (from ideation to execution).
- **Partner/Vendor Collaboration:** Personally collaborated with all major global partners including Hewlett-Packard (HP), Xerox, Canon, Lexmark, Seiko Epson, and Nokia.
- **Quality Control:** 4+ years of proven excellence in developing and ensuring quality control metrics for major/global devices including the Windows Phone and Windows OS.
- **Product Management:** Managed strategic and tactical aspect of project by dictating product roadmap & vision with senior management & stakeholders.
- **Requirements Analysis:** Experienced with requirement gathering methods such as customer feedback analysis, facilitated workshops, surveys, prototypes and document analysis.
- **Program Management:** Coordinated shipping priority of projects to achieve program goals and collaborated with other program managers to align to management goals.
- **Software Globalization:** Led virtual teams on ensuring internationalization of consumer software, meeting shipping acceptance criteria in quality and legal compliance to expand market coverage.

CORE COMPETENCIES & SKILLS

- *Agile Methodologies*
- *Customer Analysis*
- *Cloud Computing (Azure)*
- *Cross Group Collaboration*
- *Globalization and internationalization*
- *Partner Management*
- *Product Management*
- *Project Management Professional (PMP) Certified*
- *SCRUM Methodologies*
- *Scenario Focused Engineering*
- *Software Quality Assurance*
- *User Experience (UX)*
- *Web Development*
- *Web Services Management*

PROFESSIONAL EXPERIENCE

Program Manager II – Enterprise Print   November 2012 – January 2016
Microsoft   Redmond, WA

- **Windows Product Development:** Led high visibility enterprise v1 feature with multiple teams across organization resolving scheduling, resourcing, and design challenges. **Result:** New functionality enabled enterprise printing over internet in all Windows Server print role.
- **Quality Management:** Expanded deployment plans with internal Microsoft IT to dogfood new enterprise print features affecting 60,000 users in Puget Sound area. **Result:** Wide-scale beta testing process for quality and design feedback (reduced manual testing).
- **Test Process Enhancement:** Partnered with test kit team to streamline printer certification requirements. **Result:** Reduced printer hardware certification length (by reducing 30% of tests).
- **Partner Management:** Central PM contact for North American & Japanese printer vendors to resolve and manage all certification issues. **Result:** Maintained excellent relationships and ensured all printer certifications for Windows 10 launch.

- **Project Control Management:** Led quality triage sessions across engineering disciplines and stakeholders to control quality and evaluate change requests. **Result:** Streamlined leadership burden and managed status reports for project-wide communications.
- **Customer Focused Engineering:** Reduced engineering shipping criteria for Windows Server SKUs on print & fax roles. **Result:** Retired fax shipping criteria to reduce testing effort by 2 weeks. Able to complete print shipping criteria with fewer resources ahead of schedule.
- **Documentation Compliance:** Partnered with protocol compliance team to document Windows protocols for print and fax roles per EU & DOJ guidelines. **Result:** Achieved director sign-off on shipping compliance in protocol documentation two weeks prior to global ship date.

SDET II (Acting Program Manager) - Maps   September 2010 – November 2012
Microsoft   Redmond, WA

- **Windows Phone Software Development:** Led feature team with Nokia to deliver v1 offline mapping management software while serving as SDET and PM. **Result:** Resulted in new mapping software released globally on every Windows phone.
- **Internationalization Project Management:** Advocated for internationalization effort across six feature teams within Microsoft, Nokia Berlin, and Vancouver. **Result:** Enabled market entrance to 15 non-English markets such as Danish, Japanese, and Korean.
- **Mobile Experience Design:** Battery champion on Mango release focused on power optimization and road tests that led to drastic design change in GPS mode. **Result:** Spearheaded feature changes to GPS polling cycle and auto adjustment to screen brightness when in driving mode.
- **Software Testing:** Managed Windows Phone Client organization (a very complex and end-user oriented feature e.g. Driving with Audio in Mango and Offline Map in Apollo. **Result:** Primary Lead in developing/ownership of patent awarded on Windows Phone 7.5 map directions.
- **Mentoring:** Primary mentor on the team for new team member during major headcount increase. **Result:** Leveraged interpersonal and technical skills to grow team from 3 to 6 people.

SDET - Search & Maps   July 2009 – September 2010
Microsoft   Redmond, WA

SDET – Shell Application   April 2008 – July 2009
Microsoft   Redmond, WA

EDUCATION

Simon Fraser University (Burnaby, BC)   Bachelor of Applied Science (BS) - Electrical Engineering

CONTINUING PROFESSIONAL EDUCATION

- CodingDojo Intensive Bootcamp   Web (Python, MEAN) & iOS Development
- University of Washington   Project Management Certificate
- Bellevue College   Agile Project Management Certificate
- University of Maryland   Programming Mobile Apps for Android Handheld Systems
- University of Alberta   Product Management

CERTIFICATIONS

- Project Management Institute, Project Management Professional (PMP).