Hannah Patience Smith

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Summary

A high-energy, resourceful project manager with a deep background in the tech industry. Adept at inventing solutions, and delivering ambitious and complex projects. Continuing education in web development. A strong collaborator, effective at bridging communications among technical and business partners to drive comprehensive and rapid results.

- Project Management
- Process Creation
- Quality Assurance
- Technical Problem Solving

- Data Analysis
- Software as a Service (SaaS)
- HTML
- CSS

- JavaScript
- jQuery
- Node.JS
- Python

WORK EXPERIENCE

Katerra Inc, Menlo Park, CA
Project Manager and QA Engineer   12/2018 - 04/2020

- Leading the definition, development and launch of multiple applications serving diverse users under a unified web-based platform designed to streamline workflows for complex construction projects.
- Analyzed large aggregate data sets from automated scrapes to align to product standards
- Conducted user research to identify use cases and requirements in both 1 on 1 settings as well as small group settings to solicit feedback and develop roadmap and user stories for developers.
- Groomed project backlogs, partnering with development and user experience teams to refine deliverables for quarterly release.
- Achieved on-time and on-budget launch, serving as Scrum Master removing blocking issues and identifying and communicating risks.
- Leading a QA team, defining pre and post-release User Acceptance Testing (UAT) use cases for tangible QA metrics and regression testing.

Apple/Infosys, Sunnyvale, CA
Lead Technical Support Engineer   12/2016 - 12/2018

- Led the migration of a proprietary user identity platform enabling single sign-on for a global developer community of over 4,000 users. Identified and defined permission and security levels and standardized use cases to achieve scalability.
- Steered and directed technical support and integration of prototype assets into production parity.
- Drove and managed the testing of a workflow and development pipeline for 2 new, proprietary Geographic Information Systems (GIS) environments.
- Wrote and ran large-batch python scripts to expedite QA and production for a *high-production volume* project pipeline tasks. *(This is a high-volume, fast-moving production environment).*
- Reduced tickets to engineers by 50% by implementing a standardized ticket triage system, diverting tier 2+ issues to non-technical support team.
- Senior lead support and solutions engineer for developers and end users, serving on 24/7 coverage for severity 1 outages.

Apple via Apex Systems, Sunnyvale, CA

Data Analyst   05/2015 - 11/2016

- Piloted and iterated on new methods for processing and interpreting sensor data collection for large data sets.
- Managed functional UAT testing team of 5-10 workers.
- Implemented ad-hoc queries (PostgreSQL) to interpret complex data sets.
- Managed IT queries and proprietary software support to team of 70 people in a macOS and Linux environment.
- Escalated network and server outages, reproduced failures for engineers.

Schlumberger Limited, Midland, TX
Wireline Field Engineer   10/2013 - 02/2015

- Lead engineer for all phases of on-site oil field operations including geological exploration, safety compliance and reporting and client relations, including reports and presentations.
- Managed a team of 3; oversaw >$1M of geological tools, vehicles and equipment.
- Refined best practices as leader of Loss Prevention Team.
- Completed special projects as assigned, such as client/business status/sales presentations; design and implementation of Ready Box protocols.

EDUCATION
University of California Berkeley Extension   06/2020-Present
- Coding Web Development Bootcamp

Rensselaer Polytechnic Institute BS in Geology   08/2009 - 05/2013
- Focus on Geochemistry and GIS Spatial Analysis

Publications
- Undergraduate Thesis: Smith, Hannah. "CARBON ISOTOPE CYCLING: A COMPARISON BETWEEN FOSSIL SHELLS ACROSS THE CRETACEOUS-PALEOGENE BOUNDARY AND TODAY." Annual Keck Symposium Volume 26 (2013): 103-08. ISBN: 1528-7491