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**Summary**

A results-driven and innovative **Senior Product Manager and Program Manager** with a proven ability to manage products through full development lifecycles while working with multiple development teams and contributing partners that spans 15 years across mobile, web, ecommerce and SaaS enterprise solutions.

**Highlights include:**

* Ability to gather worldwide business requirements and translate them into solid feature sets and user stories
* Experienced with Agile and Kanban processes and am a certified SAFe PMPO
* Managed projects, business requirements, determined project scope and engineering requirements to successfully drive product releases with multiple business dependencies, in mobile and web enterprise environments
* Program and product management experience with demonstrated ability to lead complex version projects from inception to delivery
* Ability to translate technically ambiguous feature requirements into solid functional specifications
* Excellent communication skills and cross team management demonstrated through strong customer advocacy, experience coordinating multiple work teams and stakeholders, and presenting project reviews to all levels of management and stakeholders

# Professional Experience

### Technical Program Manager/Product Owner 7/2016 – 3/2017

Apple Leisure Group (contract through AIM Consulting), Seattle, WA

* Worked with the product managers to develop features into actionable epics and user stories for the Shopping and Post Booking Modifications for new travel platform supporting call center reservation agents and travel agents
* Prioritized and managed the backlog to ensure timely business value delivery to meet project milestones
* Worked with engineering development teams using Agile and SAFe methodologies providing business guidance and removing impediments
* Worked with the Principal architects to design solutions to meet the business objectives
* Took over a troubled project and implemented new processes to get it back on track delivering to project milestones

### Engineering Project Manager (remote) 8/2015 – 2/2016

Evident.io, San Francisco, CA

* Built a process between the business and engineering to facilitate better communication of customer needs and feature requirements
* Successfully implemented agile process changes to ensure more organized release schedule
* Developed and implemented a release management process to effectively schedule and coordinate release of features and their communication to customers and sales
* Worked with individual teams to prioritize work and remove impediments
* Drove the development and approval of the Product Roadmap with the business team and levels of management

### Senior Program Manager 10/2008 – 7/2015

### OpenMarket Seattle, Seattle, WA

### Drive the cross-team project efforts to refactor the legacy SaaS mobile engagement platform into a service-oriented architecture. Activities include cross-team coordination and scheduling, functional requirements gathering and backlog management and coordination across multiple development teams to develop APIs as a Service

### Managed the product management and development activities from inception to production delivery of the Push Notifications Service, a platform and tool suite to enable our clients to engage with their customers through their mobile applications. The offering includes RESTful APIs for customer integrations, SDKs for the supported mobile platforms, sample applications for Android and iOS to assist with integration and UI Management Tools.

### Acted a liaison to Sales team to assist them in helping their customers understand the Push Notifications product set and how it might work for their use cases.

* Managed the development activities from inception to delivery of the new Customer Billing and Invoicing platform that standardized billing and invoicing processes and activities resulting in a reduction in time to process monthly billing and increased billing accuracy by 20% over the previous manual processing

# Professional Experience Continued

### Develop, define and outline key product features and roadmaps across multiple products in conjunction with Product Management and Marketing teams

### Provide Product support documentation including competitive analysis, market research and customer feedback analysis and customer integration documentation.

### Design and document the functional requirements specifications for owned services and their related APIs, data management and exposure within data warehouse and customer reporting

* Define the UX experiences for the UI Tools to support the services working with the UX Designer

### Manage feature prioritization, backlogs and scrum processes for the technical teams who work on my projects

### Coordinate with operations, account management and support teams for product releases, internal and external customer training, production issue resolution

* Provide Sales support for customer presentations and pitches
* Manage the Enterprise Trust implementation activities for owned services
* Mentor other program managers within the organization

### Senior Program Manager 8/2008 – 10/2008

P2 Solutions Group, Seattle, WA*(Consulting with Microsoft Global Partnership Team)*

* Supported the implementation of partner integration with MSN international sites by working closely with business development managers to ensure all goals were met
* Worked with business development teams, international content and business managers to gather requirements and content for partner teams to implement
* Implemented site templates and other feature development in conjunction with partner development teams
* Improved search relevance across cobranded partner/MSN sites working in conjunction with SEO teams
* Developed processes for improving communication and request management queues within various teams

### Senior Program Manager 5/2006 – 8/2008

**PayScale, Inc,** Seattle, WA

* Supported B2B product lines, PayScale Professional and PayScale Insight, a compensation management toolset that provided fresh detailed salary data for a company’s compensation strategy.
* Oversaw design and implementation of newest product line, PayScale Insight, which included gathering and documenting business requirements, designing user interface, defining and writing functional specifications for application features and working with development to outline infrastructure and architecture needs through release
* Defined site strategy for online and offline sales by coordinating with sales and marketing teams to support new application line
* Provided sales support and training on current product features and supported business development custom implementations

### Implementation Program Manager 8/2004 – 12/2005

### Infospace, Bellevue, WA

* Supported owned and operated sites, including flagship site, Dogpile
* Coordinated with business units and creative team to implement new site user experiences
* Managed entire scope of site upgrades to metasearch platform, including gathering requirements, specification writing and schedule management and feature trade-offs to operational delivery
* Implemented hosted search and directory sites for clients using Infospace metasearch platform; defined site feature requirements, user interface and engine weightings to optimize revenue and create strong user experience
* Defined reporting requirements for hosted searches, wrote functional specification and managed implementation schedules including resource management and feature trade-offs

### Program Manager 9/2002 – 8/2004

### Drugstore.com, Bellevue, WA

### Redesigned user interface and rendering architecture for Rx portion of drugstore.com site

* Provided design recommendations for new e-mail campaign platform to increase performance and throughput

### Managed 3 projects over the span of 2 years:

* ***Pharmacy***
  + Managed major feature development work and assisted business team in leveraging existing architecture in order to expand business growth
  + Increased customer conversion by 30% though redesign of customer prescription shopping
  + Extended rigid promo architecture to enable new promo types

# Professional Experience Continued

* ***Site Integration***
  + Managed the integration of 3 contact lens sales sites; oversaw integration of front-end site platform and systems onto the drugstore.com web platform
  + Redesigned shopping and check-out user interface and defined new rendering templates
  + Oversaw data migration and integration with sites’ distribution centers
  + Wrote functional specifications and managed integration schedules and feature trade-offs
* ***Merchant Platform***
  + Managed development of merchant platform to integrate partner products into site shopping experience; 2 partners were successfully launched using version 1.0
  + Gathered requirements, defined user experience, and worked with Marketing and Merchandising to develop promotional opportunities for products
  + Incorporated partner products into site catalog and implemented the XML interface between company’s site and the partner distribution center
  + Oversaw integration of returns and credit processes into customer care toolset

### Program Manager, Microsoft.com 4/1999 – 9/2002

### Microsoft Corporation, Redmond, WA

* Managed Microsoft.com’s XML-driven search system
* Analyzed worldwide customer needs and technical platform issues to create prioritized objectives and features for new releases
* Wrote functional specs, created and maintained schedules and managed trade-offs between feature sets and shipping schedules
* Managed ongoing adoption of services by internal teams and Microsoft partners, providing documentation and technical support where necessary
* Created search system templates, utilizing a consolidated ASP code base and built-in localization support to ease worldwide adoption
* Shipped first versions of Microsoft’s fully Unicode customer marketing database, web registration system for Microsoft.com and registration-dependent business tools for managing customer profiles, web site personalization, newsletter subscription, bulk data importing, data delivery, and personalized email news service
* Consolidated redundant databases and data gathering systems into single, extensible, company-wide marketing database populated by common set of tools with consistent user interfaces
* Gathered numerous and often conflicting requirements from multiple business owners across company to derive clear deliverables for a shared data environment
* Successfully worked through cross-group issues and operational problems to ship database, registration system and 6 dependent business tools on time, worldwide; as a result, all systems transitioned smoothly and internal customer satisfaction with data services improved greatly
* Managed contract program managers

**Technical Summary**

* Knowledge of C++, ASP, HTML, DHTML, SQL, Oracle, MySQL, JavaScript, VB, Java, web services, RESTful and SOAP APIs, mobile applications and browser technologies as well as familiarity with .NET technologies, cloud technologies
* Certified SAFe 4.0 PMPO (Product Manager/Product Owner)
* Experienced in Agile and Kanban methodologies

**Education**

**BA, University of Washington,** Seattle, WA