

EDUCATION

- **University of Victoria** Victoria, BC
Master of Science in Computer Science 2015
- **University of Victoria** Victoria, BC
Bachelor of Arts in Political Science, Minor in Computer Science 2011

EXPERIENCE

- **Microsoft - One Engineering System (1ES) Team** Redmond, WA/ Vancouver, BC
Program Manager II: 2015 to Present
Select Programs and Projects:
 - **1ES Pulse Survey:** Owns the design, running, and analysis of Microsoft's quarterly developer satisfaction and productivity survey. Distributed to 10,000+ Microsoft employees each round, the 1ES Pulse measures efforts to improve software development experiences. Leads a cross-company team of area experts to turn user feedback into actionable next steps. Owns experiments (including user interviews and walkthroughs) to validate and improve survey over time. Since taking over this project in late 2017, has reduced the survey run time by a third.
Skills: Cross Team Project Management, Communications, Qualitative and Quantitative Data Analysis, SQL, PowerBI
 - **1ES Signal Customer Outreach:** After completing a Microsoft version of Moneyball training, lead remote customer interviews focused on identifying user workarounds and friction in the software engineering space. Synthesized user data to developed interview contact lists. Worked as part of a team to collect over 70 user interviews in 6 weeks.
Skills: Remote User Interviews, Paired Interviews, Note Taking, Data Collection, Qualitative and Quantitative Analysis
 - **Stack Overflow at Microsoft:** Lead PM for Microsoft's internal Stack Overflow Enterprise instance. Responsible for launching, growing, and now maintaining, the community of 45,000+ accounts. Onboards teams and establishes successful usage patterns. Drives the backlog and feature requests to Stack Overflow Enterprise. Identifies opportunities for Microsoft-side integration, such as delivered Microsoft Teams, PowerBI, and email notification integrations.
Skills: Roadmap and Community Management, Feature Development, User Engagement and Communications
- **Microsoft - Tools for Software Engineers Team** Redmond, WA
SDE Intern: 2015
Led a mixed methods user study on Microsoft code review practices. Developed questionnaires, conducted field research (sitting with each team for one week to observe practices). Conducted one-on-one interviews and analyzed usage data.
- **CHISEL - Computer Human Interaction Software Engineering Lab** Victoria, BC
Research Assistant: 2012 to 2014
Conducted qualitative, grounded theory, research study for a master's thesis. Investigated developer knowledge sharing through YouTube screencasts via interviews and data analysis.
Lab Instructor and Marker: 2012
Main instructor and marker for CSC 130: World Wide Web and Mobile Applications, introduced non-computer science students to HTML, CSS, and JavaScript.

SELECT PUBLICATIONS

- L. MacLeod, M. Greiler, M. Storey, C. Bird and J. Czerwinka, "Code Reviewing in the Trenches: Challenges and Best Practices," in IEEE Software, vol. 35, July/August 2018.
- L. MacLeod, M. Storey and A. Bergen, "Code, Camera, Action: How Software Developers Document and Share Program Knowledge Using YouTube," at the IEEE 23rd International Conference on Program Comprehension, Florence, Italy, 2015.
- L. MacLeod, "Reputation on Stack Exchange: Tag, You're It!," at the 28th International Conference on Advanced Information Networking and Applications Workshops, Victoria, BC, 2014.

OTHER

- **Microsoft ONE Week Hackathon 2017 (People's Choice Winner)**
Participant: July 2017
During Microsoft's world-wide hackathon, owned UI mockups, communications and project management for team GiveTime, who created a webapp for connecting charities with volunteers.
- **UVic Women in Engineering and Computer Science (WECS) Club**
Vice President: April 2013 to April 2014
Founding member. Managed club finances and other administrative duties. Organized club events, weekly newsletter. Developed and coordinated a community outreach program where student volunteers taught Girl Guides about computer science.
- **University of Victoria Student Society (UVSS)**
Director at Large: May 2010 to April 2011
Ran a successful, team based campaign, to be elected to this position by peers with the second highest number of votes in the student body's history. Applied detailed knowledge of the BC Society Act and other governing policies to ensure the successful oversight of a \$12 million operation within the societies' student union building. Sat on three committees: UPass Appeals, Complaints, and Electoral committees.
- **Beer Festivals**
Volunteer: 2015 to Present
Regularly volunteers as a server at beer festivals. Including: the Vancouver Aquarium's Chowder Chowdown 2018, HOPoxia 2017, HOPoxia 2016, and Great Canadian Beer Fest 2015.