

## PRODUCT RELEASE MANAGER

### Summary

Personable Executive Assistant who capably maintains open lines of communication among senior executives, board members, shareholders, middle management and administrative staff.

### Highlights

- Microsoft Office proficiency
- Excel spreadsheets
- Meticulous attention to detail
- Results-oriented
- Self-directed
- Time management
- Professional and mature
- Strong problem solver
- Dedicated team player
- Strong interpersonal skills

### Accomplishments

Coordinated with other departments to help streamline various processes to reduce the time it took to deliver and release product software.

### Experience

#### Product Release Manager

August 2013 to March 2015 Microsoft Corporation i¼ Houston , TX

- Release Program Management Operational responsibilities included scheduling, coordinating development, testing, documentation and manufacturing for multiple production releases.
- Validated, tested and configured Agile (PDM) Bill of Materials (BOMs); create SKUs and assign attributes, and release Agile change orders.
- Created Release Event Schedules and managed Release Check List items through RTM (Release to Manufacturing) /RTW (Release to Web) Coordinated with cross-functional stakeholders to ensure new products were released as planned.
- Conducted release readiness reviews, milestone reviews, and Go-No-Go release meetings.
- Posted SW release candidates to appropriate manufacturing test servers.
- Created Oracle Configurator Developer rules and product configuration validations.

#### Deployment Coordinator

June 2012 to April 2013 Insight Enterprises, Inc. i¼ New York City , NY

- Coordinated web development team activities including intake and assessment of bug fix and small enhancements.
- Work cross-functionally with partner teams to plan weekly deployment of code for tmobile.com
- Provided varied administrative support to management team and on and off-site development and analyst group Scheduled, organized, and coordinated team meetings On-boarded team of 90% contractors Prioritized time and workflow with little supervision while demonstrating independent judgment skills.
- Usage of Microsoft Office Products: Excel, Word, PowerPoint, and Outlook as well as JIRA and Clarity.
- Proven ability to take initiative in support of business needs, requirements, and issues.

#### Release Program Manager

March 2007 to January 2011 Alight i¼ NC , State

- Coordinated the monthly release process for AT&T ecommerce Premier Online Care (POC) and Premier Online Store (POS) production software.
- Documented new features and defects in each release.
- Worked as a liaison between Quality Assurance, System Administrators, Database Administrators, Developers and Program Managers during production deployment night.
- Created and managed System Interval Schedules (SIS) describing the activities that took place the night of a release.
- Planned all pre-production activities including releasing software to test to validate new features and defects.
- Communicated deployment status to key stakeholders during and post launch.

#### Release Manager

October 2005 to September 2006 General Dynamics i¼ New Windsor , NY

- Coordinated the Professional Services Group (PSG) activities including working with development and testing resources to validate code prior to launch.
- Created documentation of customized features for multiple customer sites Coordinated Bug Triage Meetings.
- Conducted daily scheduling meeting with developers and testers to determine resources to handle weekly overlapping release cycles.
- Prepared status reports for management and key stakeholders reporting the timing of releases to customer sites.

#### Program Manager

September 1988 to May 2005 Kitchell i¼ Houston , TX

- Consistently delivered high quality products on time and within budget Responsible for bug tracking and overall product schedule.

- Created customized product builds for large enterprise and government customers Implemented and maintained electronic distribution of software releases resulting in faster delivery to customers Collaborated with the internal localization team and third party vendors to ensure timely release of products.

#### Education

Washington State University 1/4 City , State

#### Affiliations

Program Coordinator experienced with software technology and ecommerce organizations Qualifications Proficient in Microsoft Office Suite: Word, Excel, Project, SharePoint, and Outlook as well as JIRA and Clarity. Extremely organized File/records maintenance Outstanding interpersonal skills Proficient in software release management tools such as Perforce, SVN and Bamboo 20+ years of relevant work experience in planning, developing, implementing and releasing Product Software.

#### Skills

administrative support, Premier, Agile, analyst, budget, com, Database, delivery, documentation, ecommerce, features, functional, government, Materials, Meetings, Excel, Microsoft Office Products, Outlook, PowerPoint, Word, enterprise, Oracle, Developer, PDM, POS, Program Management, quality, Quality Assurance, reporting, scheduling, servers, supervision, Triage, web development, workflow