

Heather Mietz Egli

831-902-9986 heatheregli@gmail.com

Objective: Strong commitment to customer-driven project design and outcome: tools and technology should support the vision and goals to stakeholder satisfaction.

Profile

- 15 years of **Project Management**
- Over 6 years **organizational and program/services assessment, strategizing and development** in a University technical setting
- **Excellent communication** and interpersonal skills working with technical and non-technical personnel and diverse stakeholders and customers
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Employment

Owner, Pads N Paws Petsitting, 2011 - current

Running petsitting and dog walking business.

Stanford University, Lab Operations Manager, Academic Computing, 2010 - 2011

Learning Spaces Operations Manager: Managed projects, operations, and services for more than 1000 units of computer and related equipment dispersed throughout approximately 15,000 square feet of central computing spaces and technology-enhanced classrooms as well as nearly 80 residential spaces and thousands of customers and stakeholders.

Instructional Computing (IC), UCSC, 2002 - 2010

Lab Operations/Technical Project Manager: Responsible for short and long term strategic planning and all daily operations of 14 Mac/PC/Unix instructional computer labs. Coordinated extensive daily communications between customers, students, and technical staff to ensure resolution in a timely manner. Responsible for ADA compliance and development of computer lab services.

Project Manager (department and campus-wide projects) for:

- Lab calendaring and rental project: Created scheduling system to improve readability, accuracy and efficiency.
- Science Library Lab: Liaison between divisions to create a partnership of lab management in borrowed space.
- Phase 2 of the Instructional Technology Review (ITTP campus-wide ITS project)
- Co-managed ITS project of data gathering, organizing, presenting and creating reports for all UCSC instructional technology services for ITS service catalog
- Summer Lab overhauls in very tight timeframes to minimize customer downtime.

Lick Observatory, UCSC, 1999 - 2002

Successfully project managed complex and unique project of shipping the 9 ton DEIMOS instrument (8 million dollar, 8-year project) from UCSC to Keck Observatory in Mauna Kea, Hawaii.

Pocket Express, 2000 - 2001

Contract QA/testing: Developed testing protocols and detailed test plans for mobile software; performed QA on versions 1 and 2 of Chess program.

Broderbund Software, 1996 - 1999

Product/Project Manager: Project Management for 3D Home Architect 3.0 and Assistant Product Manager for Family Tree Maker 6.0. Both products had between 15 and 30 on and offsite staff working on engineering, UI, marketing and QA that required close management of all project activities, budget, timeline and communications. Managed contracts and contractors working on projects. Marketing role for Family TreeMaker v6 – performed user surveys, customer outreach, influenced feature set, managed packaging and graphics.

Related Volunteer Roles

- **LEADS** business networking group, Scotts Valley
- **CASA** (Court Appointed Special Advocate), Court Officer, work with County Social Services and other agencies on behalf of foster youth, volunteer position
- **Director, Friends of Santa Cruz County Animals:** Advanced goals of the non-profit organization by diplomatically working with elected county officials, shelter staff and private donors
- **UCSC Staff Advisory Board:** Worked closely with Chancellor and Administration on staff/campus issues, 4 years
- **ITTP (IT Transformation) Envoy:** Member of ITS' "Envoy" program and acted as personal representative for ITS staff to help navigate through ITTP
- **Women at Work Retreat leader:** Served as event Co-Chair, Publicity Chair, and webmaster, 6 years

Education

Undergraduate: BA, Art History, UC Santa Cruz, College and Department Honors
Graduate Program: Teaching Credential, Education Department, UC Santa Cruz
Technical Project Management, UCSC Extension