

## **MAUREEN O'DONNELL**

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I am a senior technology professional with over 15 years experience managing all facets of a technology organization. I am a strong, levelheaded leader and manager. I truly enjoy managing people and also mentoring and developing talented professionals. I believe my strongest quality aside from management is my ability to execute and deliver projects on schedule and on budget.

I have worked for 2 organizations over my professional career and have been promoted several times in each organization. I also have significant experience and aptitude for the financial and operational side of technology management, including resource planning, forecasting and budget management.

Most importantly, I am a wife to a great husband and mother of 3 fabulous children. In my free time, I can be found working out, watching my son play various sports, or watching games of any of our Boston sports teams.

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### **SUMMARY OF QUALIFICATIONS**

- Dedicated senior technology manager with extensive experience managing multiple facets of a technology organization including program and project management, software development, user experience and software quality assurance.
- Skilled at working cross-functionally with business stakeholders to understand requirements and priorities for projects with both dedicated and shared resources
- Outstanding leader with reputation for developing and retaining highly motivated employees and teams
- Sound knowledge of accounting processes, program based financial planning and risk management.
- Experience in financial performance measurement, tracking and reporting financial aspects of projects.
- Ability to work with executive management to develop strategic business initiative

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### **PROFESSIONAL HIGHLIGHTS**

- Led the development and successful launch of one of the largest and most successful learning platforms for Cengage Learning, with over 1 million student activations and generating over \$34 million in revenue annually.
- Created and maintained the annual \$10+ million annual budget for Cengage's primary learning delivery platform along with managing the budgets for multiple other technology platforms
- Responsible for the development and maintenance of Cengage's core content management and production delivery platform.
- Established tools and processes supporting the creation of over 500+ Web sites per year by Cengage's Digital Production team
- Led the selection process of a media delivery solution for multiple Cengage learning platforms
- Senior management leader with progressive responsibilities during several reorganizations and mergers
- Project Lead for the migration and consolidation of several software platforms
- Received accolades from executive management for successful program management skills

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## PROFESSIONAL EXPERIENCE

Cengage Learning (Thomson, Course Technology) - Boston, MA 3/99 to present

**Sr. Director of Program Management**, 11/09 to present

**Sr. Director of Software Development**, 11/07 to 11/09

**Director of Technology Operations** - 4/04–11/07

**Manager of Online Operations** – 7/01–3/04

**Project Manager**, 9/00-7/01

**Contracts Administrator**, 3/99-9/00

- Responsible for the program management of several of Cengage Learning's technology platforms including both customer-facing platforms and internal business applications (such as a custom content management and production system).
- Manage large cross-functional and geographically distributed teams to ensure delivery of technology applications and solutions from project conception to product launch
- Managed a 20+ person Software Development team developing multiple learning platforms
- Project coordination with Product Management, Editorial, Marketing and other departments to facilitate the creation of new products and content for Cengage Learning
- Manage vendor relationships including offshore resources for development & quality assurance across multiple projects
- Responsible for managing multi-million technology budgets for multiple platforms.
- Experience in both Agile (Scrum) and Waterfall Software Development methodologies
- Responsible for managing staff including performance reviews and goals & objectives planning
- Responsible for monthly research & reporting on customer activities through web metrics tools such as Omniture and Google Analytics
- Managed production and delivery of Cengage online courseware via multiple LMS platforms including Blackboard, WebCT, Desire2Learn and Moodle.
- Developed and implemented contract policies & procedures and standard templates for training via contracts management system
- Drafted, reviewed and negotiated strategic alliance agreements and product development agreements
- Negotiated legal terms and conditions of contracts with customers

HEC Energy Services, a division of Northeast Utilities – Natick, MA

08/88 to 3/99

**Contract Financial Analyst**, 12/95 to 3/00

**Previous Positions: Accounting Supervisor, Senior Accountant, Accounts Payable**, 08/88 to 12/95

### Selected Contributions:

- Prepared, reviewed and negotiated all contracts
- Acted as key contract/accounting liaison with HEC's largest client, New York Power Authority
- Ensured all contract requirements were met, including insurance and minority/small business requirements
- Participated in developing business plan for joint venture with a major utility; analyzed proposed financial structures
- Secured both tax-exempt and commercial financing for clients
- Developed financial models to assist management in evaluating potential acquisitions, mergers or joint ventures

- Managed day-to-day accounting activity: accounts payable, accounts receivable, and project cost accounting
  - Prepared and reviewed monthly & annual financial statements, acted as key liaison in the annual audit process
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## **TECHNICAL EXPERIENCE**

- Managed teams developing in Java, HTML 5, .NET, Cold Fusion, Flash and Flex
  - General Platform architecture
  - Content Management system built on MarkLogic
  - Advanced skills in Microsoft Excel, Word, PowerPoint, Project, Visio
  - HTML, JavaScript, XML, CSS
  - Systems - JIRA, Clarity, Confluence
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## **EDUCATION**

Simmons College, Boston, MA  
Bachelor of Arts, Sociology

May 1988

Northeastern University – Boston, MA  
Accounting Certificate

December 1995

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## **PROFESSIONAL TRAINING**

- Certified Scrum Master Training – February 2009
- Cengage Leadership Development Program