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|  | Sheri ELLIS   Sheri.c.ellis@gmail.com  |  425.246.1687 |
| Objective | To continue working in the exciting world of mobile applications as a Product Manager or Technical Project Manager. |
| Skills & Abilities | Over 15+ total years of experience managing technical teams and projects, and 3 years of experience managing development on mobile applications:   * Have deployed a total of 12 IOS apps, 9 Android apps, 2 Windows Phone apps * Supported full lifecycle of product realization, development, testing, integration in stores, and billing, utilizing both carrier billing and in-app purchases. * Have managed and created RESTFUL and SOAP web services * Takes high level of technical ownership. * Successfully manages relationships with technical and non-technical personnel * Proficient in Agile/Scrum and waterfall methodologies. * Manages scope, timeline, resources, budget with detail-oriented ownership * Large eCommerce sites I’ve worked on: T-Mobile, Xbox/Microsoft, Sierra, UCR, ESRI   + Won a Ship-It award for my work on the Xbox Live product launch! * Over 10 years of experience in database/DBA work, web dev, systems analysis |
| PROFESSIONAL Experience | **SR. TECHNICAL PROJECT MANAGER** *MICROSOFT supply chain*10/2015 - PRESENT  * Responsible for Microsoft Store automation projects. Building a new EDI automation submission for large drop ship suppliers. Complex solution includes development from 5 integrated middleware systems. Owns product technical design, requirements, architecture, analysis, testing, delivery.  **SR. TECHNICAL PROJECT MANAGER** *T-MOBILE USA*1/2015 – 7/2015  * Built a new payment management solution for a large financial system replacement * Responsible for vendor management, SOW enforcement. Managed $4M budget. * Driving tight coordination and integration with multiple vendors and 100+ internal resources * Owned product technical design, requirements, architecture, analysis, testing, delivery  **ADVERTISING API LIFECYCLE MANAGER** AT&T MOBILITY7/2014 – 1/2015Managed AT&T’s Advertising API, part of AT&T’s Black Flag platform for mobile appsOversaw financial and technical KPIs. Drove API’s development, testing, delivery, updates.Managed roadmaps, technical architecture, stories, compliance.Oversaw program budget, vendor payment, financial reporting, payment to developers.Managed schedules, estimates, resource plans, stakeholder communications, status.**TECHNICAL PROGRAM MANAGER** AT&T MOBILITY5/2013 - 5/2014  * Managed 2 high-value, long-term strategic family-oriented products that involve new technology, are highly complex, and require tight coordination and integration with multiple organizations and suppliers. Provides overall direction and technical / analytical guidance to product and operational teams including outside suppliers  **TECHNICAL PROJECT MANAGER** MATCHBOX MOBILE8/2012 – 2/2013  * Delivered mobile apps for Android, iOS and Windows Phone for blue chip clients * Managed 2-5 simultaneous projects on time, budget, with intense customer satisfaction. * Responsible for 3 IOS apps, 4 Android apps, and 2 Windows Phone apps with Azure. * Full ownership of the project delivery and the relationship with the customer. * Dove deep into requirements with customers, wrote stories, oversaw plan documents. * Drove test planning, including test cases, devices, environments, data needed, etc. * Used an agile methodology in 2-week sprints. Delivered to customer at each sprint. * Performed UAT myself including testing API calls, checking logs and database results. * Managed communications with client and across multiple stakeholders. * Managed budgets of $2.5M (with 1 subcontractor), $1M, $750K and $200K. |
| PROFESSIONAL Experience: | **SR. SOLUTIONS ARCHITECT – PARTNER OPERATIONS**  T-MOBILE USA7/2008 – 6/2012  * Responsible for technical guidance and support of external partners including Wal-Mart, BestBuy, Costco, Dell and Amazon who use T-Mobile’s middleware services to sell T-Mobile products on their websites. Onboarded new partners. * Wrote and published partner guidance and API documentation. Managed extranet website of partner content. Supported partners in their test planning and execution. * Analyzed all new middleware projects looking for partner impacts. Documented impacts and discussed with partners, and supported their development. Managed internal analysis. * Ran partner weekly calls to answer their questions and understand their needs. * Managed partners in production. Monitored partner traffic. Assisted in post-production support and triage. Prioritized defect resolution. Managed partner communications.  **ASSOCIATE PRODUCT MANAGER** T-MOBILE USA7/2006 – 7/2008  * Responsible for managing T-Mobile’s portfolio of requirements to mobile device OEMs. * Coordinated compliance reviews with OEMs on new devices, published metrics. * Implemented a requirements management tool to improve requirements publishing.  Managed 2 resources; budget, schedules, status of reviews, reporting. **PROJECT MANAGER** MICROSOFT WORLDWIDE LICENSING PROGRAMS OFFICE 3/2005 – 9/2005  * Added a new Software Assurance Benefit within acomplex Packaged Services. * Collaboratively designed a new system to fulfill business and system requirements. * Held multiple JAD sessions to simulate scenarios and drive project-wide approval. * Researched system integration issues between a number of existing systems. * Wrote functional specifications, site maps, and system integration diagrams. Coordinated multiple resources working on the analysis.  **PRODUCT/RELEASE MGR** MICROSOFT SERVICES WORLDWIDE SerVICES GROUP4/2004-12/2004  * Developed and deployed new project tracking system based on MSF 4.0 SDLC “Agile”. * Provided upper Management intelligence of saturation, quality, and liability in geographic and vertical markets. * Acted as Project Management “Subject Matter Expert” to Microsoft worldwide PMs. * Oversaw procurement process with CIT and vendors. * Developed templates and macros using Microsoft Office, Visio, and RoboHelp.  **PROJECT MANAGER** XBOX PROGRAMS WORLDWIDE OPERATIONS7/2002 – 3/2003  * Deployed new worldwide “B2C” Xbox Live subscription E-Commerce ordering system. New functionality provided “instant” creation and delivery of a subscription code. * Coordinated with Xbox product, marketing, and recovery teams, as well as MS tax, export, customer service support, and other internal operational teams. Managed budget, scope, schedule, resources, quality, risk and change in three world regions (Americas, Europe, and Asia-Pacific) and two development teams. * Delivered a “B2B” system for supporting companies who build games. Deployed E-Commerce ability for companies to purchase development kits, hardware. * Required working with Xbox production teams, legal, and recovery teams, as well as MS tax, export, and other operational teams. Wrote functional and operational specifications. Developed detail project schedules, resource plans, status, budget.  **PROJECT MANAGER, PROFESSIONAL SERVICES** PROTOCOL NATIONAL, INC.7/2001 – 7/2002  * Managed budget, scope, schedule, resources, quality, risk and change * Responsible for 2 on-site customers. Performed continual customer service; SOWs. * Ongoing integration and improvement of financial systems at Coast Community College and Compton Community College. Oversaw usability testing and triage.  **EXECUTIVE PRODUCER** SIERRA ENTERTAINMENT (VIVENDI-UNIVERSAL)7/1998 - 3/2000  * Responsible for $5 million budget, managed 10 people, 4 vendors * Ownership of all of Sierra’s E-commerce; all processes related to online transactions. * Managed relationships with internal customers and partners. . * Negotiated contracts and managed relationships with vendors. * Senior Web Developer 7/98-7/99: Unix with Oracle 8.0.6, PL/SQL, StoryServer, Perl.  **DIRECTOR, ADVANCEMENT SYSTEMS** UNIVERSITY OF CALIFORNIA RIVERSIDE8/2000 – 6/2001  * Department Manager for donation systems; budget: $1 million, 11 people, 2 vendors. * Responsible for systems management, ERP implementation, vendor/contract management. Oversaw gift administration including data entry, monetary handling. * Strategic planning and implementation of Advancement Information database system, used campus-wide for donation and donor management. * Responsible for managing technical resource needs, hardware/software, helpdesk support, web-enhanced interfaces, and long-range planning of deployments.  **BUSINESS SYSTEMS ANALYST / DBA** WASHINGTON MUTUAL BANK7/2003 - 1/2004**ANALYST/DBA** MICROFRAME TECHNOLOGIES, INC3/1997 - 7/1998**ANALYST/DEVELOPER** ESRI2/1991 - 9/1996**Technical Writer** VL Systems Inc.1989 – 1991**Technical Writer** Systonetics Inc.1987 – 1989**California State University Fullerton** B.A. in English / minor in Computer Science**PMP (Project Management Professional) certification** Project Management Institute, awarded 2003 (expired) |