

Dedicated and energetic leader and **Certified Scrum Master** with diverse experience in fast-paced business environments and eCommerce marketplace program management spaces. Seasoned in effectively and efficiently leading SDLC and other projects from initial ideation and implementation to successful and on-time completion. Hands-on leader and collaborator with excellent communication, analytical, critical thinking, prioritization, and problem-solving skills. *Expertise includes:*

**Program Management ♦ Data Analysis ♦ Change Management ♦ Project Management ♦ Team Leadership  
People Development ♦ Requirements Gathering ♦ Enterprise Solutions Support ♦ Customer Relations & Retention  
Agile / Scrum / Kanban Methodologies ♦ Quality Assurance ♦ Continuous Process Improvement ♦ Public Speaking  
Risk Management ♦ Resource Planning & Management ♦ Operational Efficiency ♦ Diversity & Inclusion**

## CAREER EXPERIENCE

STARBUCKS via IPS, Seattle, WA

August 2017 – Present

### **Program Manager**

Recruited as a consultant to liaise between Starbucks HQ and its Japan engineering and Japan business teams based in Tokyo to determine anti-fraud application project and business requirements solutions.

- Analyzed a diverse range of Japan-based vendor products, SLAs, and more to determine overall risk.
- Conducted in-depth analysis of digital fraud rates and fraud trends and utilized data to gain key consensus.
- Developed effective fraud investigations and remediation process documents in both Japanese and English for Japan business teams and Japan customer service providers.
- Actively communicated and created Japan market Customer Service Solution workflows for use by both Seattle and Japan-based teams and clients.
- Led and trained a global fraud operations team on Japan market fraud operations processes and conducted additional supportive presentations as needed.

MICROSOFT via EXCELL, Redmond, WA

March 2017 – July 2017

### **Technical Program Manager (OEM Premier Support)**

Collaborated with key global Microsoft OEM business partners and aided OEM Premier customers (Japan & US) in successfully launching Microsoft software licensing processes and agreements. Maintained an accurate and timely pulse of technical requirement best practices to identify ongoing solutions for the OEM product enterprise.

- Liaised with cross-platform development teams to establish OEM enterprise product visions, participate in the Windows Server lifecycle process, inspect weekly builds, and more.
- Communicated and supported OEM Premier customers to recognize and fulfill customer's technology and business needs utilizing Microsoft's full-range Operating Systems portfolio
- Conducted weekly status meetings with OEM Premier customers as well as provided weekly report to customers
- Acted as the customer-assigned technical resource responsible for assisting Microsoft support and development teams; partnered with engineers in the Microsoft support and development teams on complex support cases

COMMERCEHUB, Seattle, WA

January 2015 – March 2017

### **Lead Software Engineer (October 2016 – March 2017)**

Spearheaded the development, testing, and integration of leading software solutions in a SaaS enterprise production environment. Managed end-to-end engineering processes and guide each element to successful and on-time completion.

- Cultivated, grew, and sustained strong cross-functional relationships with clients, colleagues, and executives.
- Greatly improved product reliability by managing a comprehensive build, unit testing, and deployment process complete with a code-check in restriction and supportive risk management strategies.
- Engineered Nuget .dll project content while simultaneously supporting additional technical priorities.

## Software Engineering Manager (October 2015 – October 2016)

Promoted to manage a host of technical requirement documentations, project specifications, UI reviews, Scrum SaaS project planning and scheduling, risk management, and other critical initiatives. Led and mentored a 15-member engineering team while simultaneously directly interfacing with project stakeholders throughout end-to-end phases.

- Recognized by senior leadership for consistently delivering project solutions on-time and within budget scopes.
- Planned and managed a Gerrit Code Review Google adoption project into a CommerceHub CI system.

## Quality Assurance Manager (January 2015 – October 2015)

Mitigated QA risks in a SaaS environment to ensure software quality and enabled the quadrupling of automated tests.

- Directed a nine-month-long datacenter migration from Seattle to New York on-time and within budget scope.
- Designed the company's 10-week software testing bootcamp and facilitated training to engineering teams.

MERCENT CORPORATION, Seattle, WA

July 2006 – January 2015

## Quality Assurance Manager (July 2009 – January 2015)

Promoted to manage the product team's quality assurance priorities. Guided a cross-functional organizational team in successfully migrating an SDLC from the Waterfall methodology to an Agile Scrum model. Led and developed a 10-member QA team in delivering high-quality and supportive work. Drove numerous concurrent product quality initiatives.

- Optimized software automated tests for the company's eCommerce SaaS marketing platform integration with Amazon, eBay, Google AdWords, Bing Ads, Rakuten, and others.
- Served as the sole test lead on improving data quality, paid search, and performance testing methodologies using C#, Selenium/WebDriver, SQL Server, git, and other .Net technologies.
- Recruited, interviewed, selected, onboarded, and trained talented QA staff.

## Quality Assurance Engineer (July 2006 – July 2009)

Recruited to design initial BVT test automations in C#, SQL with XML, IIS Logs, MSBatch, WatiN, and NUnit for SaaS MercentRetail web application, UI, ETL, Data Warehouse, and more. Managed end-to-end processes for QA of release cycles.

## EDUCATION & CERTIFICATIONS

**Master of Music** | Indiana University, Bloomington, IN

**Bachelor of Music** | Notre Dame de Namur University, Belmont, CA

**Certified Scrum Master (CSM)** | Scrum Alliance, <https://www.scrumalliance.org> - Member ID#208764

**Google AdWords Certified Professional** | Google AdWords

**SQL Server Specialist Certificate** | University of Washington, Seattle, WA

**Masters Certificate in Windows Development/Visual C++ & MFC Programming** | Boston University, Boston, MA

## SELECTED TECHNICAL SKILLS

**Technical Languages:** C#, XML, HTML, XSD, SQL

**Systems:** Windows Server 2008-2016, Windows 10, TeamCity, GitHub, Toad, Oracle SQL Developer

**Software:** MS Office 365, Visual Studio .NET/Core, SQL Server, MSBuild, Selenium, MS Project, CyberSource

**Additional Tools:** API, Database Testing, SaaS, JIRA, Confluence, Trello, PowerBI, VSO

## ADDITIONAL INFORMATION

**Language Skills:** Japanese (Fluent), English (Fluent)

**Memberships:** Distinguished Toastmaster, Toastmasters International

**Community Engagement:** Board of Directors Member, Music Center of the Northwest

**Speaking Engagements:** Frequent presenter at national and regional tech talks and conferences, including the Google Developer Group, WomenWhoCode Seattle, WomenWhoCode Silicon Valley, SQL Saturday, and more