

PROJECT, PROGRAM & RELEASE MANAGER

Analytical and efficient Project Manager (PMP pending) who rose through the ranks at BlackBerry based on grasp of whole-product lifecycle and ability to drive release management on tight timelines. Known as an SME in defect management systems and software who quickly puts stalled projects back on track. Leverage a blended arts/business degree and a reflective, calm, and flexible leadership style to influence team members and cultivate consensus.

TECHNOLOGY SKILLS: MS Office/Project/Visio | JIRA | Bugzilla | MKS Integrity | DevTrack

PROJECT MANAGEMENT & LEADERSHIP ASSETS:

PROJECT MANAGEMENT METHODOLOGIES	PROGRAM MANAGEMENT	RELEASE MANAGEMENT
AGILE SOFTWARE DEVELOPMENT	SOFTWARE DEVELOPMENT LIFECYCLE	PROCESS IMPROVEMENT & DOCUMENTATION
CONTENT & DOCUMENT MANAGEMENT	REQUIREMENTS & CHANGE MANAGEMENT	SOFTWARE DEFECT TRACKING
TECHNICAL TRAINING	TEAM LEADERSHIP	STAKEHOLDER MANAGEMENT

PROJECT MANAGEMENT & TECHNICAL COMMUNICATIONS ACHIEVEMENTS

STARTLIGHT LABS – Kitchener, ON

2013 – Present

COMMUNICATIONS MANAGER [2013 – Present]

Lead marketing communications and technical writing for this early-stage start-up specializing in building end-to-end customer engagement solutions with mobile applications, hardware beacons, geofencing technology, and cloud back-end.

- ▶ MOBILE APPLICATION LAUNCH: Streamlined the company's first mobile application launch, overseeing UI and requirements feedback delivery. Documented help content and authored marketing and website copy.
- ▶ TECHNICAL MARKETING: Bolstered the professionalism of the company's marketing and ensured capture of first client via the design and creation of the corporate logo, business cards, and UI wireframes. Contributed to pitch deliverables package.

BLACKBERRY – Waterloo, ON

2005 – 2014

PROJECT MANAGER – RADIO RELEASE MANAGEMENT, BLACKBERRY WIRELESS GROUP [2011 – 2014]

Delivered >50 software releases for 15 BlackBerry devices on time, directing teams of ~200 personnel. Interfaced with development, program, test, customer, and third-party vendor teams to accommodate product/customer requirements and software fixes. Sustained lowest technical debt across software organization through tight defect management.

- ▶ SOFTWARE DELIVERY: Accelerated software releases and testing in alignment with corporate shift from monthly to biweekly release schedule. Audited current process, restructured milestones, conducted trial, and documented new paradigm.
- ▶ GATING ISSUE MANAGEMENT: Boosted customer uptake of released software builds and reduced expense through elimination of build delays. Established daily/weekly gating processes and enforced defined service levels.
- ▶ SOFTWARE QUALITY: Improved software quality and eliminated backlog of accumulated unfixed defects. Defined defect management service-level agreement, coached developers, and tracked and reported on all open issues.

PROJECT SPECIALIST – CODELINE MANAGEMENT, BLACKBERRY WIRELESS GROUP [2010 – 2011]

Promoted from product documentation to software project management role leading global codeline management strategy. Ensured adoption of software development and testing best practices among geographically dispersed teams.

- ▶ RELEASE MANAGEMENT: Drove concurrent quality software releases to multiple BlackBerry devices while trimming duplication among 4 cellular modem teams in North America and Europe. Designed and instituted shared processes.

- ▶ **TOOL MIGRATION:** Steered team’s migration to 3 new software defect tracking tools as super user. Facilitated initial training and delivered ongoing support for ~200 team members.
 - Hosted focus groups and wiki pages to collect team feedback; led breakout sessions to address common use cases; and incorporated emerging tool changes through membership on software-wide governance group.

LEAD TECHNICAL WRITER – IN-BOX DOCUMENTATION, PRODUCT INFORMATION DEVELOPMENT [2007 – 2010]

Oversaw documentation planning, writing, editing, translation, and publishing for all carrier BlackBerry device in-box documentation. Orchestrated writer activities and created and managed requirements tracking.

- ▶ **USER EXPERIENCE IMPROVEMENT:** Reduced customer care calls, device returns, and print/production costs through the design of feedback-based Start Here guide and revamping booklet into poster. Enabled scaling for decreasing product sizes.
 - Gathered, vetted, tracked, and synthesized technical feedback from product development teams and user feedback from online forums, carrier customers, and usability testing.

JUNIOR TECHNICAL WRITER (CO-OP) – DEVICE DOCUMENTATION, PRODUCT INFORMATION DEVELOPMENT [2005 – 2007]

Authored in-box, online, and on-device product documentation for all current BlackBerry devices. Rapidly progressed from support writing and publishing role to steering projects end-to-end.

- ▶ **USER INTERFACE DESIGN:** Bolstered the BlackBerry brand and standardized user interface elements. Designed action plan to unify text elements via a UI device map, style guide, and process documentation.
- ▶ **REGULATORY DOCUMENTATION:** Maximized compliance with complex, region-specific regulatory requirements by planning and writing content for safety/product information booklets. Optimized documents for single sourcing.

CREDENTIALS SNAPSHOT

EDUCATION ... Honours BA in English Rhetoric & Professional Writing University of Waterloo – Waterloo, ON	CERTIFICATION ... Candidate for Project Management Professional Certification Project Management Institute [2014]
COURSEWORK ... Project Management • ISO Compliance • DISC Profiles 7 Habits of Highly Successful People	PUBLICATION ... “After the Dust Settles: The Evolving Roles of Writers & Editors in a CMS” <i>Content Management Strategies/DITA North America</i> [2009]

RECOMMENDATIONS

“Susan was brought into our team to manage our codeline strategy across global product development centres. She immediately stepped up and started to contribute to the success of the group. On top of the expanding responsibilities she took on within her progressive roles as our organization’s mandate grew, I could always count on her to help with any task within our cross-functional team to drive toward our common goals. She is consistently calm, confident, and professional in her approach with stakeholders at all accountability levels and in pressure

situations.”
Delivery, BlackBerry

Lara Swift – Director, Product

“Susan has a versatile combination of project management and technical communication skills that allow her to contribute to an organization in a variety of roles. During her time as a technical writer on my team she was consistently one of our top performers. Her approach to content development was always efficient, accurate, and customer-oriented.”

Tanya McPherson – Senior Project Manager, BlackBerry

I managed Susan as a co-op student, and later, as a full-time employee of Research In Motion. Susan is always methodical and precise in her work. From early on, we realized that she could handle anything that we gave her to do. She is a team player that completes her work on time and with a high degree of accuracy.”

Karen Moser Probst – Writer & Editor, BlackBerry