SUSAN KRAFT-YORKE, CSM

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PROGRAM MANAGER

Directing, Defining, and Coordinating Program issues

*Tech savvy project manager experienced in creating better, faster and stronger teams.*

Professional Profile

I am a highly skilled team organizer and program manager. I lead cross-functional engineering teams to the next level by delivering tailored solutions to complex infrastructure and client facing projects; oversee all phases of development from project scope, budget, and design through development, UAT, and deployment; anticipate and minimize risks to develop issue resolution plans. I am comfortable working with directors, executive-level managers and external clients.

Recently, I ran a project to bring speakers in for a 2-day speaker and lobby day event. I recruited approximately 25 volunteers, eight speakers, and ran all the fundraising. Generally, I managed software development programs using Agile techniques. See [www.susankraftconsulting.com/project-management-examples.html](http://www.susankraftconsulting.com/project-management-examples.html) for my portfolio. I am an excellent meeting facilitator, whether Agile scrum or stand up, circles, blue sky creative, or board meetings.

Core Competencies

* gives stakeholders a current view into the planned release cycles
* can help take your engineering team of engineers, QA, engineering managers, product managers, and client services to the next level
* knows the Software Development Life Cycle (SDLC)
* gives finance a view into how much it costs to create a new feature or maintain the existing ones
* gives the field a chance to train and preview new features before the release
* set up your engineering team to scale up as almost fast as you can sell product
* past experience as software engineer, web master, technical writer, and non-profit executive director
* Skilled User of Project Management and Collaboration Tools – Atlassian Jira, Tempo, Confluence, OpenAir, GitHub, Excel, MS Project, PowerPoint, HipChat, Google Docs, Slack, WebEx, Visio, DreamWeaver, Fireworks

Key Qualifications/Highlights Of Professional Experience

I am a certified scrum master and project/program manager with Kanban board expertise.  My current work is with companies in SaaS scheduling, e-commerce, and SaaS automated advertising spaces*; prior to* SaaS work, I worked primarily in genomics, encrypted networks, and telephony corporations. Generally, I work on application lifecycle management (ALM) specializing in SaaS with GitHub or Atlassian tool stack for ticket management.

Personal Characteristics

* strong analytical and critical thinking skills
* exceptional interpersonal skills (externally and internally, at all levels)
* excellent written/verbal communications
* demonstrates creativity and self-motivation
* passion for quality and success
* adaptable to change
* comfortable with transitioning ambiguity to clarity
* passion for making the world a better place to live in

PROFESSIONAL EXPERIENCE

**Kraft Consulting, Redwood City, CA Oct/2015 to current**

**Project Management** – I facilitate teams getting projects done, whether is is developing a project or producing an event. I come in from kick-off and follow through to completion. I use a variety of project management techniques depending on the type of project.

My most recent project was for The Grid, an AI website building virtual company located globally. We did meet-up in person but normally, we had meetings over Google Hang-outs.

Not matter the size, or the location; my goal is always to help teams become a tighter, more effective group for cleaner and predictable software releases that are in-line with the corporate roadmap and top customer requests.

*RECENT PAST CLIENTS: The Grid, Global Village; People Demanding Action, Virginia; Xtime, Redwood City; Taos, Mt. View*

* Ran multiple client-facing, custom implementation projects from kick-off and weekly meetings, to UAT and deployment.
* Taught clients on best techniques on creating information radiators (dashboards and reports) to give all team members easy access to up-to-date project progress.

**Merchant e-Solutions, Redwood City, CA Feb/2014 to Sep/2015**

**Technical Program Manager -** Merchant e-Solutions is a SaaS e-commerce, credit card processing company.

Reporting to EVP Product, introduced project management structure and transparency along with Agile methodology as company transitioned from startup to a highly scalable business processing $1B in electronic payment transactions per month.

* Drove projects from Triage and Scrum through production, collaborating closely with heads of Engineering, Product Development, and Finance; ensured releases were executed on time, tracked tickets, and ran monthly release program.
* Led bi-weekly triage meetings to evaluate and prioritize processing of new engineering tickets and bug or feature requests, managing schedule constraints, critical path analysis, indicator and performance measurements, and progress reviews and live reports.
* Designed dashboards and JQL reports as information radiators for Engineers, Support, Field, IT, and Executive stakeholders.
* Co-managed and ran regular scrum meetings and weekly engineering meetings.
* Developed technical Jira Administration solutions in coordination with different teams to meet their unique requirements; responded to all incoming Atlassian tickets, prepared projects, dashboards, and reports for all Jira related services.

**Adap.tv, San Mateo, CA Oct/2012 to Nov/2013**

**Technical Program Manager -** Adap.tv is a SaaS end-to-end programmable advertising company.

Reporting to EVP Engineering, managed ongoing deployment projects across multiple teams for a fast growing producer of a global video programmable advertising platform. Completely revamped a dysfunctional Jira project planning system, which led to company’s growth spurt from $200k/day with 28 engineers to $1M/day with 90 engineers in less than a year.

* Created initial Change Management governance structure, in preparation for IPO/sale.
* Developed, tracked, and ran 8-week cycle sprint projects in collaboration with Executives, Group Project Leads, Finance, Engineering Managers, and Client Services from backlog grooming and running sprints through UAT and release ; published corporate-wide weekly progress reports.
* Tracked tickets and sent weekly company-wide report on initiatives and sprints progresses.
* Essential to the Jira restructure, upgraded two versions and reconfigured and purged obsolete data; evaluated new tools, introduced Jira Agile plug-in and Kanban; created detailed procedural guides; and trained all squad project managers on their use.
* Managed load balanced engineering tickets across monthly component releases, risk assessment and mitigation/backup planning, and indicator and performance measurements.
* Performed relevant research and created policies for software development operation standards and methods in preparation for IPO or acquisition.

**WCA Anniversary Conference and Exhibition Mar/2011 to Dec/2012**

**Executive Program Manager for National Conference**

Managed 40-member cross-functional team to design and produce national conference, engaged participation of celebrities that included Geena Davis, Malissa Feruzzi Shriver, and Sandra Fluke.

* Designed a classic waterfall 20-month project plan using Microsoft Project for content development, itinerary development, site selection, fundraising, budget management, contract negotiations, vendor management, travel arrangements, registration, and onsite event logistics.
* Produced public service announcement for television spot and YouTube; wrote and published press releases every other day via website, blog, Facebook, Twitter, and PRWeb.
* Recorded and published proceedings; see <https://youtu.be/3BJUJriSttI>.

**Infoblox, Santa Clara, CA Jun/2010 to Sep/2012**

**Project Manager, Advanced Technology Group**

Reporting to the CTO, managed 12-member team to develop an innovative infrastructure design. The new design adopted virtualization, cloud computing, big data analysis, and unified communications to address the high risk factors of networks burdened by rapid updates and costly downtime effects.Ran weekly team meetings using SharePoint to review project progress, look at current workload, and log impediments. Followed up with on-going team member interactions.

* Built long-term research automated big database project plan using Microsoft Project.
* Researched and edited internal ATG research papers, publishing for internal audience on SharePoint.
* Published weekly reports and progress graphs to upper management.

**Kraft Consulting, Palo Alto, CA Mar2005 to May/2010**

**Project Manager for Technical Writing**

Managed client projects that included developing and implementing project plans and strategies and conducting deep research initiatives to strengthen technical projections.

**Clients** (partial list)

* ZEN Entertainment Network, Berkeley – social entertainment/gaming company
* Skiff, Palo Alto – developer of e-reading platform designed to deliver content to tablets, smartphones, and netbooks
* SAP, Palo Alto – enterprise application software, business management solutions and services
* Amdocs, Santa Clara – overview of telephony software and services for billing, CRM, and operations support
* Oracle, Redwood Shores – computer technology corporation, primarily a database company

**Previous experience includes leading projects, coding, and providing content development services for Oracle, Zeitnet, HP, Cylink, Raynet, Accusound, USGS, Geophysical Research Institute.**

EDUCATION

University of California, Santa Cruz, MS, Mineral Physics

University of Alaska, Fairbanks, BS, Geophysics

CONTINUING EDUCATION

Certified Scrum Master (CSM) classroom training, SCRUMstudy training, San Francisco, CA

Project Management, Stanford Continuing Education, Stanford, CA

Project Management, Effective Training Associates Inc., San Jose, CA

Computer Programming, Vanderbilt, Nashville, TN