

JENNIFER SWANSON

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OBJECTIVE

Program Manager

HIGHLIGHTED EXPERIENCES

- Product and Project Management, SW/HW Documentation, Database Systems, Auditing, Training and Reporting
- Principal Technical Writer, Project Content Editing, User Education Trainer, Contracts Management and Foreign Projects
- Corporate management, QA and Reporting, External Vendor Management, Customer Care, Structure Analysis and Development
- Project Lead and Support Engineer 24x7 on-call SW technical support response team
- Usability and Software Testing, Database and GUI Display Design and Development
- PVCS Dimensions, DevTrak, SLIM, BLIP Doc Trakr, Crystal Reports, PL/SQL, Product Studio, SharePoint, MAC user exp
- MS Office suite including; Project, Publisher, PowerPoint, Access and Excel.

SUMMARY OF QUALIFICATIONS

A technical communications professional with over eight years of dedicated, on time and on budget, documentation control and projects delivery. Endearing pride in quality work developed through individual initiatives and accomplished career objectives. A resourceful originator with clear knowledge of the importance of teamwork, follow through and intellectual integrity. Adaptable and motivated, able to look beyond the current and eye the progressive outcomes of the task at hand.

PROFESSIONAL EMPLOYMENT

MICROSOFT CORPORATION - REDMOND, WA

Various Short Term Assignments / 2004 - *current*

Content Development Manager for MS Learning Certification and Assessments. Design, develop, edit and maintain assessment and exam content for Microsoft assessment programs according to product specification. Manage, review and edit; subject matter expert (SME) reviews, legal edits and vendor content for assessment publication. Conduct live site quality assurance testing and beta release reviews.

Program management for security content review board (SCRB) documentation release review cycles. Liaison between SME reviewer pool and content authoring teams. Oversee large set of concurrent SME review projects managing balance of schedule and performance requirements. Update and maintain SharePoint team services site, scheduling matrixes, queries and project status reports for management rollup. Create and maintain team processes, statistics, and load metrics for pipeline analysis and review.

- Managed 50+ concurrent successful review projects with multiple SME reviewers on each, saving Microsoft over \$90,000.

Application user interface testing and data auditing. Verified data with actuals from test spreadsheet and assisted with team evaluation of setup documentation materials. Tested SW functionality, usability and data entry. Report and discuss findings with Sr. Management.

- Team completed project 2 days ahead of schedule, saving budget under labor actuals for project by 60%.

AT&T WIRELESS CORPORATION - REDMOND, WA

Corporate Real Estate, Strategic Portfolio Management

Systems Manager / 2003 – 2004

Program Management

Technical Writer

Program management and vendor support for corporate 800 million dollar budget, enterprise financial systems and cross-functional reporting suite. Manage systems and documentation. Design and drive projects with developers and analysts on product development, strategic reports, systems enhancements, data projects, training documentation, user support, functional specifications and executive presentations. Vendor management establishing processes and reporting requirements. Group liaison to essential business partners.

- Created master SW documentation set for end users, database administrators and 3rd party vendor training methodology
- Designed and led reorganization and publishing for all Corporate Real Estate Portfolio Reports, saved budget over \$300,000
- Successfully renegotiated system interface enhancement, cutting project budget deliverable costs by 40%.
- Managed Lease Administration systems for over 40,000 properties and over 800 business users of varying security levels.
- Managed system online help pages, content and documentation requirements for increased productivity and search ability.

ALSTOM ESCA CORPORATION - BELLEVUE, WA.

Corporate Operations, Quality Assurance

System Configuration Management / 2001 to 2003

Project Management

Principal Technical Writer

Enterprise system management, vendor and customer relations. Worked with testers and developers to review, edit and document customer and test requirements then implement; patches, systems enhancements, data projects, training documentation, for customized user tools experience. Documented and managed reports development, user education, SW/HW training / marketing specs and on-call customer care of PVCS Dimensions Database. Review and edit local/ Intl. project documentation. Developed and maintained online help materials and functional specifications for PC client and modeling tools. Issue management liaison for vendor and engineering teams.

- Created central library and demo SW/HW documentation for Marketing and Services saving company over \$15,000 annually.
- Researched, tested and documented new defect tracking database, saved company over \$40,000 annually.
- Focus group and individual usability testing. User acceptance testing specific and global test spreads.
- Redesigned database GUI, internal and external system interfaces. Implemented new productivity tool ideals and operations.

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- Managed database for three multi-million dollar customer projects and over 500 users of varying security levels.

Projects Engineering, Application Services Group Database and Display Technician / 2000 to 2002

Database Administration GUI Engineering Specialist

Project principal for software performance reports (SPRs) and database support for three multi million-dollar projects. Engineering support technical trainer for proprietary Oracle application, E-terra Archive. Increased productivity, designed statistics analysis and historical report process for scalable historical database servers. Maintained online international reports and led Korean user interface reports localization initiative. Maintained user and training documentation. Advocate records consistency, productivity and GUI usability.

- SW/HW documentation and auditing. Energy management system test engineer 2.1/2.2 full lifecycle and 5.2.1 Beta.
- Identified, tested and applied new product reducing report generation time to 4 seconds from 5 hours. Saved project \$50,000.

Project lead 24/7 support engineering team. Developed and managed on-call support infrastructure. Evaluated and maintained online support content, operations manual and statistical analysis of product output. MMI SW Products, QA usability and database test engineer.

- Successfully led \$500,000 dollar, annual, on-call customer care support contract for retail sales customer, 95% profit.

Contracts Documentation, Projects and Services Group Contracts Management Specialist / 1999 to 2001

Project Management Technical Writer

Documentation control for Contracts Management and Foreign Projects. Verified and documented technical specifications against developer project actualities and contract. Maintained project variance database and reports for resource planning. Corporate QA liaison.

- Reorganized team. Within 3 months of beginning job, brought progress reports schedule from 10 months behind to current.
- Created more stable tracking system for progress reports, documentation schedules and transmittals.

Engineering, Technology and Applications Group Database and Display Technician / 1998 to 1999

Software Engineering Usability Testing

Testing and engineering support for Full Graphics database displays design. Usability testing development GUI, for full product release life cycle. Work directed from focus groups, developer software performance reports (SPRs) and retail customer study enhancements.

- Usability testing identified; led to implementation of new navigation menus schema and sectional menu release documentation.

University of Washington - Seattle, WA

Technical Support, Transplant Services and Research / 1996 to 1998

Technical Writer Database Technician

Database Technician and documentation support. Created new tracking system for grants activities (archives spanning 25 years). Organized education and presentation materials for patient seminars and research investor events. Increased stability and auditing reports.

- SW and equipment auditing. Responsible for records' lifecycle tracking for over two thousand active and in-active patients.

EDUCATION

Bellevue Community College –Bellevue, WA

Focus: Technical Writing and Data Management

With special interest; "Object Oriented" GUI Design and Project Management

Information Technology, General AAS degree Program

University of Washington –Seattle, WA

Focus: Technical Communications

MSEP IBM ALVA Science and Engineering program

Computer Software Systems BS program

CONTINUING EDUCATION AND SEMINARS

Ongoing personal and professional development through independent study and workshops concerning technical writing, content based navigation and documentation, UI design, data modeling, project management methodology, usability test techniques, small business real estate, etc. Tech courses for projects familiarity include; Visual Basic, HTML, C, PL/SQL and various proprietary applications internally.

DOCUMENTATION PORTFOLIO

HW/SW; Functional specifications, user education, training manuals, user guides, database administrator guides, systems maintenance guides, course workbooks, application and patch release notes, test guides, corporate reporting, statistical outlines, executive summaries, product mapping, reports process documentation, installation procedures, online help and user education pages (content and edit.) etc.

DELIVERY AUDIENCES

Engineering, industry technical and business users, corporate executives, 3rd party vendors, marketing and potential customers. Entry-level, experienced professionals, etc. Presentations and training experiences ranging individuals to division or convention sized groups.

Organizations

- IABC International Association of Business Communicators, Seattle
- IEEE Women in Engineering Society (SWE)
- SIGCHI, Seattle
- Digital Eve, Seattle