KATHERINE ANDERSON

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EMPLOYMENT PROFILE

An accomplished and versatile program management professional with over 15 years of experience driving business-critical, enterprise-wide programs using a results-driven approach and laser focus on expected return on investment (ROI). Strategic thinker reputed for ensuring project alignment with business goals, identifying and managing risks, and producing measurable deliverables while managing budgets, controlling costs and improving efficiencies across the enterprise. Productive and influential team leader emphasizing team development, stakeholder buy in, communication, and proactive problem solving to create a shared vision of goals while modeling leadership excellence. Natural leadership skills with proven experience inspiring and motivating individuals and teams to innovate, increase their productivity, and achieve excellence. Explores problems and solutions in unconventional ways, identifying opportunities to innovate and execute against them.

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SPAN OF EXPERTISE

- Portfolio, Program and Project Management
- PMI, SDLC and Agile Project Methodologies
- Risk Management and Mitigation
- Resource Management
- Cost and Quality Control
- Contract and Vendor Management

- Strategic Planning and Analysis
- Cross-Organizational Collaboration
- Governance and KPI Measurements
- Financial Planning and Management
- Technical Requirements Definition
- Talent Recruitment and Development

PROFESSIONAL EXPERIENCE

MICROSOFT, Redmond, WA   2013-2014
Principal Program Manager (Microsoft Retail Stores – International Store Expansion)
Established and managed the Technology Program Management Office (PMO) and provided leadership for over ten complex projects across multiple teams, strategic partners, and international boundaries.

- Managed a $12M program budget which included monthly financial reporting and reconciliation; and established a monthly forecasting cadence to increase forecast to budget accuracy and cost controls.
- Motivated, mentored, and developed individuals and teams to exceed key performance objectives and achieve excellence.
- Managed scope of projects and program and leveraged technology that realized the overall program objectives and produced the expected return on investment (ROI).
- Instituted an improved governance structure which facilitated proactive issue, risk, and corrective action resolution, along with escalation management across a matrixed program.
- Defined project management best practices and implemented process improvements. Streamlined project operations enabling program monitoring against milestones. Enhanced execution of the program, communications, and project reporting to executive stakeholders, thereby increasing transparency, maximizing time-critical decision-making, and fine-tuning the go-to-market strategy.

MICROSOFT, Redmond, WA   2007-2013
Management Consultant
Microsoft Retail: Program Manager, Enterprise Infrastructure Transformation program.

- Provided leadership for a multi-organizational program with 11 work streams.
- Responsible for building two data center environments; installing, configuring and migrating 12 lines of business applications; creating teams and processes to manage the new infrastructure; and re-engineering and retrofitting 60 retail physical stores.
- Led a team of 180 FTE and vendor resources across ten business-critical projects.
- Managed a $9.5M budget, resulting in a 30% reduction in operating costs.

Microsoft LCA: Program Manager, Legal Case Management Replacement program.
- Managed the design, development, and release of training for a large-scale management software implementation and user adoption for over 600 employees worldwide.
- Managed multiple vendor resources to deliver on time and within budget a complex e-learning training program and localized content in nine languages.
- Planned, designed and oversaw the delivery of alternative instructor-led training.

Microsoft Finance: Program Change Agent, Royalty Accounting Software Implementation project.
- Designed and managed all business processes, organizational readiness, and training deliverables and rollout for over 600+ external publishers, 75+ Account Managers, and 150 internal employees.
- Provided leadership for all communications, pilots, and process transformation components across Finance and the Interactive Entertainment Business organizations.

Microsoft GFS: Program Manager. Supply Chain Process Improvement program.
- Led Executive Steering Committee meetings and managed cross-functional teams.
- Developed a value assessment tool to frame the business case for Supply Chain transformation.
- Monitored Key Performance Indicators (KPIs) and metrics to improve program effectiveness.

Microsoft GFS: Project Manager, Supply Chain Automation Implementation project.
- Managed a large supply chain automation implementation over 30 data centers worldwide resulting in improved asset management, planned procurement forecasting, capacity planning, and reduced reliance on manual tracking of assets.
- Drove requirements planning, business process design, release management, readiness activities, training, conference room pilots, and UAT with 100% on-time delivery over three release cycles.

AT&T, Seattle, WA   2006-2007
Senior Customer Advocate (Technical Account Manager)
- Successfully managed top revenue client, a Fortune 100 financial institution, which had over 175 voice and e-mail applications active in production.
- Led and deployed a Strategic Improvement program consisting of 20+ applications, with a limited budget of $200K by applying best practices and timing optimizations resulting in an estimated savings of $1M.
- Through proactive customer management, reduced overall support calls by 25%.

ADOBE, Seattle, WA   2000-2006
Senior Software Quality Assurance Engineer, 2003–2006
- Managed onshore and offshore Testers and Build Managers for a commercial CRM application. Responsible for product quality by validating requirements through test execution against technical specifications and product designs to ensure customer and market needs were met.
- Provided Quality Assurance (QA) leadership and collaborated on department-wide initiatives to develop and implement QA best practices including project estimation, project planning, test approach, builds, test automation, and tools, reducing project start-up time.

Senior Training Consultant, 2000–2003
- Brought strategic leadership to complex, global CRM implementations by developing streamlined processes to support successful user adoption and increase system value; redesigned CRM training.
- Advised all levels of the organization on the implementation status and defined continuous process improvements to enhance workforce efficiencies to compliment the business use of their CRM system.

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EDUCATION / CERTIFICATIONS / AFFILIATIONS
Bachelor of Arts, University of Washington, Seattle, WA
System Analysis Certification (University of Washington)
Project Management Professional Certification (PMI)
Change Management Certification (Prosci)
PMI-ACP®, Certification Course (Gr8pm)