INGRID ENGINEER
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OBJECTIVE: Technical Product Management position.

PROFESSIONAL SUMMARY
- Over 5+ years of professional experience leading complex technical IT projects on a global-scale.
- Solid understanding of product management lifecycle and methodology.
- Strong business acumen and analytical skills with ability to interact and effectively communicate with high-level customers, stakeholders, engineers, developers, marketing and sales teams.
- Proven success in strategically driving new products strategy and design through to completion using tactical and systems thinking.
- High energy, self-starter with strong initiative skills; thrives in high technology environments.

EDUCATION
MS, Engineering Management, Santa Clara University, Santa Clara, CA
BS, Electrical Engineering, Santa Clara University, Santa Clara, CA

PROFESSIONAL TRAINING
Systems Thinking; User and System Requirements for Successful Software Development; Business and Process Analysis; Management Skills for New Supervisors; Leadership Fundamentals; Successful Communications in Business

TECHNICAL SKILLS
Software and Operating Systems: Visio; Project; Sharepoint; Lotus Notes; Windows; MAC OS X / iOS; Android; Linux; VMware; Powerpoint; Excel
Hardware: Familiar with FPGA, RAM/ROM, x86 processing environments
Networks: Familiar with TCP/IP; Firewall; IDS; Networking and routing concepts.

PROFESSIONAL EXPERIENCE
Information Systems Product Portfolio Manager, US Dept of State, Washington, D.C.   7/20xx –Present
- Manage the product development support of cloud-based and custom IT software applications for deployment to regional support centers worldwide.
- Prioritize feature sets, bug consults, and usability/user experience feedback to software development teams during Agile or Scrum development Iterations.
- Acquire system and user-level requirements to develop new use cases for software development projects and drive new user stories for existing projects.
- Develop deployment strategies to ensure user adoption of innovative software applications.
- Conduct product launch activities/outreach demonstrations to unveil new application releases.
- Initiate plans user market / Beta testing and early adoption of minimally-viable Beta release candidates.
- Provide feedback and usability assessments of vendor software release candidates or prototypes.

Information Management Technical Specialist (IMTS), US Dept of State, Miami, FL   7/20xx –11/20xx
- Traveled overseas 30-50% to deploy and manage mission-critical telecommunications, wireless, and network computer systems in US Embassies / Consulates.
- Responded to RFPs/RFIs with new technical solutions to address communications needs.
- Designed, installed, and maintained client/server-based local and Wide Area Networks (LAN/WAN) system for overseas installations.
- Provided Tier 1-level technical support to overseas/diplomatic missions via telephone, video conferencing, and on-site visits.
- Performed technical site surveys to determine unique infrastructure needs and networking solutions to address complex or remote communications requirements.
- Procured, tested, and deployed RF/Satellite/Microwave/VHF systems to address contingency needs in diplomatic communications in spotty, country locations.

INTERESTS
Trail Running / Tri-athlete / Yoga