Faith Cooley, PMP, CSM, CSPO
Lean Six Sigma Black Belt
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Summary of Accomplishments:

- Hands-on experience in the start-to-finish management of multimillion-dollar technically complex projects in the web, wireless, financial, and healthcare arenas. Multidisciplinary management skills that include (but aren't limited to) P/L, product development, team building, marketing.
- Several years of software development program management including full SDLC, and large scale implementation/integration experience including off-shoring. I understand the business as well as the technical bits. ITIL certified, Certified Scrum Master, Certified Scrum Product Owner.
- Experienced with projects that span front end, middle tier, backend and database technologies as well as financial and scheduling systems. Vendor and customer experience with strong customer focus.
- Demonstrated ability to make order out of chaos and to create and deliver against a plan. Track record of delighted customers. Emphasis on lean and processes that are no more complicated than they need to be to get the job done. Think collaborative!
- Kanban sensei

2016 -   Garuda Consulting, Seattle, Washington
2020   Senior Consulting Program/Project Manager
- Start to finish management of large paid for TV migrations that include AD insertion, security, metadata for AMC and CWTV.com.
- Astro Malaysia: astro.com.my Created a Netflix-like application for Astro: the Comcast of Malaysia Allowed for geolocation and applied complex business rules.
- VOD Syndication project for Viacom using ADI and CableLabs 1.1 specifications.
- Verizon: Linear Rights management application using SCTE-224
- Starbucks: Short project developing the MVP for the iPhone and Android versions of the Partner App: a barista scheduling and benefits tool.
- REI: Worked with the IT Division 2016 portfolio project planning and budgeting. Including project prioritization and capacity planning.

2014 -   Garuda Consulting , Seattle, Washington
Present   Kanban/Agile Coach
- Implementing kanban and agile at a medium sized manufacturing firm.

2014 -   Amazon, Seattle, Washington
2014   Senior Manager/ Product Owner
- Successfully launched SNAP, a custom tool to aid in the trade compliance of Lab126 devices. Application is TomCat and MySQL based and includes a parts database. I was the product owner, tester, and customer support. Product launched successfully. My Legal Search application is a SharePoint application using OOB connectors and customizations that searches many databases using FAST technology. I managed the development of the application including user document. Product successfully launched. Used a Kanban methodology for delivery.

2012 -   Pokemon, Bellevue, Washington
2014   Consulting Director of Program/Project Management / Product Owner
- Reporting to the SVP of Operations, I leaded a systems integration project that installed a digital asset management system (ADAM) and integrated it into Dynamics AX for an international company. I consolidated their software tools and provided a strategy for software growth in a challenging environment. Created and deployed business processes that can be utilized in non-US offices.

2010 -   Dynacron Group (DEV9), Seattle, Washington
2012   Director of Project Management / Group Health
- Reporting to the Director of Web Development managed an Agile (SCRUM/SCRUMban and kanban) team of 20 Java developers, front end developers, QA, and scrum masters that created and maintained the web presence for Group Health Cooperative. Site allows login in members to access their online medical record, order prescriptions, and communicate with their doctors.

- Technical team migrated applications from legacy systems to Java/Spring MVC, SOAP, Rest services. Technical team set up continuous integration environment following TDD and XP methodologies. Used Browsera and Selenium to automate testing resulting in test cycles dropping from 3 weeks to 1 hour.
- Releases that in the past were painful became everyday occurrences. Created automated test suites, improved code coverage, improved the down time experience for the users, created standard performance tests.
- Provided strategic planning and portfolio management for web development team. Involved in the CMS selection and migration planning of content that allowed for segmentation and personalization. This involved creating a product road map and base feature specifications.
- Managed resources across the portfolios and provided roadmaps and work estimations.
- Grew the contract from an initial $.5M to $2.2M in 18 months.
- Hired and mentored technical personnel. Improved Agile practice. Responsible for P/L.

2009 -   **Garuda Consulting, Seattle, Washington**
2010   **Interim Director of Program Management, Wongdoody LA**
- Reporting to the CFO and CEO started a project management office for the LA branch of an advertising agency that handles large national digital, online and print media clients. Created a lean process focused around increased financial responsibility. Improved client profitability from 60% to 90% in 8 months.

2009 -   **Garuda Consulting, Seattle, Washington**
2010   **Senior Consulting Program Manager All Star Directories**
- At All Star Directories, an Agile web lead generation company, mentored and project managed a BI and IT infrastructure conversion from PHP to Java.
- Acted as a lead on integrating agile methodologies into development. Developed an overall program schedule for the development and deployment of the websites into production.
- Spearheaded the release process and monitored ongoing quality.
- Managed the BI QA process. Managed the IT infrastructure deployment to house the new sites.

2008 -   **Garuda Consulting, Seattle, Washington**
2009   **Consulting Program Manager/Lean Six Sigma Black Belt, Speakeasy, a Best Buy Company**
- Reporting to the CTO and the PMO Director managed the day to day operations of a $20M development effort that created an off-the-shelf retail VOIP platform for residential and small business users.
- Responsibilities included prioritizing development and engineering efforts, budget management, product management, business analysis and integration of SCRUM (Agile) methodologies into engineering, development of cross functional program plans/dependencies and drove/facilitated decisions.
- Acted as an interface between executives and individual contributors. Some of the development was off-shore.

2005 -   **Garuda Consulting, Seattle, Washington**
2008   **Consulting Program Manager/Consulting Six Sigma Black Belt, Microsoft**
- Venture Integration (Mergers and Acquisitions):
- Product Launch Services:
- Small Business PC:
- Program and Content Development Management**:** Reporting to the deputy VP of finance, managed the web content creation for Microsoft Office 2007. Project included the creation of all the customer and internal facing content for the 36 products that make up Office 2007.

Previous:
Six Sigma Black Belt / Program Management Consultant, Western Wireless
Six Sigma Black Belt / Senior Project Management Consultant, AT&T Wireless Services
Manager of Computer Operations/DBA

NONPROFIT WORK:
- Guardian Ad Litem training to start March 2023
- Thurston County Dispute Resolution Center: https://www.mediatethurston.org/ 2+ years mediating family, parenting plan and other disputes. List of additional education taken is available.
- Quilters Anonymous: www.quiltersanonymous.org, 3+ years raising funds ($12k/year) for a quilting organization that donates to hospice, NICUs, and homeless charities
- Kids Inc. Substitute daycare art teacher: https://kidsincseattle.com/ 3+ years
- Facing Homelessness: https://www.facinghomelessness.org/ On call volunteer.

- Soulumination: https://www.soulumination.org/ Arranged for emergency photo shoots for dying children and their families. 5 years.
- Ladybug House: https://www.ladybughouse.org/ Business manager
- Ballard High School and West Woodland Elementary School: ran all school picnic, at Ballard was a drop in volunteer 4+ years
- Founding Member of Friends of Sharon Arts Studio: https://www.sharonartstudio.org/, Golden Gate Park, San Francisco