Roberta L. Riedel

MANAGING SOFTWARE PROJECTS AND PROCESS RIEDEL CONSULTING

Roberta Riedel is a management consultant specializing in project management and process improvement. She offers her clients "spot-market" expertise in managing important projects and research and development efforts. Her engagements are tailored to her client's needs, and range from project– and deliverable-based, to time-based or interim management contracts. Her services include:

- **Technical Project Management** of product releases, system implementations, and customer installations.
- **Software Management** of software engineering, professional services, and product and project management teams and organizations.
- **Process Consulting** in defining, improving and implementing repeatable product development processes.
- **Process Templates** targeted for start-up companies that need to hit the ground running.

Ms. Riedel's clients and employers include small, medium and large companies, from Fortune 500s to fast-track startups. Her experience includes twenty years in executive and management positions:

- Management Consultant at Entelos, a bio-simulation company, where she mentored management in product life cycle processes, introduced spiral development and object modeling methodologies, and reduced their product development life cycle length by 50%.
- Project Management Executive at Success Factors.com, an Internet start-up company, where she managed all software development projects; developed their yearly product roadmap; and created required processes to deliver multiple releases and customizations of three work force optimization products installed in both customer intranet and ASP environments.
- Director of Project Management at The Dialog Corporation, where she directed a global project management organization of eight senior project managers; managed international project teams of 25-100 team members across four sites and three countries; and delivered parallel releases of Internet information access and retrieval products, and internal billing, financial and sales information systems.
- Deputy Chief Software Engineer for a satellite program at Lockheed Martin Missiles & Space, where she developed and documented full lifecycle software processes to meet ISO 9001 and SEI SW-CMM Level 3 criteria; and chaired the Software Engineering Process Group (SEPG) comprised of software managers at three companies.
- Product Manager at Inpower, where she managed and launched their new federal HR and payroll product lines, and managed key customer accounts in the Federal government.
- Professional Services and IT management positions at Austin-Hayne and Lockheed Martin Missiles & Space.

Ms. Riedel has strong organization, planning, and management skills. She is results oriented, and is recognized for her ability to motivate, bring consensus to, and maintain the focus of her project teams. She is an effective leader who demonstrates sound analytical, problem solving and interpersonal skills. As a process consultant, Ms. Riedel acts as a change agent, facilitator, trainer and mentor.

Ms. Riedel holds a Bachelor of Arts in English from Stanford University, and a Master of Science in Computer Engineering from Santa Clara University. She is a member of the Project Management Institute, Institute of Management Consultants, Silicon Valley Software Process Improvement Network, and Women in Technology International.

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WORK HIGHLIGHTS

- Executive for Internet B2B startup; Management Consultant for bio-simulation and broadcast programming companies; Project Management Director for Internet-based information solutions company; Product Manager for software development firm; Deputy Chief Software Engineer and Software Process Consultant for billion-dollar defense satellite programs.
- Powerful track record includes managing global teams across 4 sites and 3 countries; delivering parallel releases of multiple products; launching new software product lines; implementing software standards; creating repeatable processes; reducing business cycle times; increasing quality.
- Managed software development and professional services for several software firms, moving from pioneering modes of operation to sustainable production environments. Introduced and implemented UML, RUP, ESP, PACE, RAD and JAD methodologies.
- Strong technical skills emanating from high-tech industry experience and software engineering background; experienced delivering embedded software systems, telecommunications software, enterprise information systems, B2B Internet systems, shrink-wrapped software; versed in client-server architectures, web-based applications, object-oriented methodologies; proven expertise with multiple programming languages, databases, operating systems.
- Broad understanding of diverse business disciplines resulting from experience in Business Development, HR, Finance, Procurement, Engineering, Manufacturing, and Product Assurance.
- Formal training and successful implementation of SEI SW-CMM assessments, ISO 9001 certification, TQM, MRP/ERP.
- Effective at crisis management; experienced at saving customer accounts from cancellation, rallying teams behind a common goal, releasing new products under challenging situations, and being a catalyst for actions to improve customer service.
- Designed and implemented data warehouse, management information, and advanced procurement and inventory management systems, improving operations, administration and productivity.

PROFESSIONAL ACCOMPLISHMENTS

Project Management: Planned and managed development and release of internal and external projects throughout project lifecycle. Developed 18-month product roadmap. Managed 4-7 concurrent projects, 25-100 total team members, and multi-million dollar project budgets. Directed global project management organization of 8 project managers across 2 continents. Managed professional services organization of 9 account managers and engineers.

Software Process Management: Developed and documented full lifecycle software processes for defense satellite programs. Implemented methodologies to support evolutionary spiral development, object-oriented design, and software reuse. Results: Programs received ISO 9001 certification and formally assessed at SEI SW-CMM Level 3.

Product Launch: Reinvigorated product development of problematic federal version of HR and payroll software products. Results: Product line rollout within 6 months, rescued customer account from verge of cancellation with near-term revenue of $.85M and contract-life of several million dollars.

Infrastructure Development: Created software engineering environments in highly diversified situations: enterprise information systems, engineering R&D, defense contract programs, multi-site development, and small start-up companies. Skilled at evaluating and selecting software and quality engineering tools, and implementing tool sets to relevant environments.

Subcontract Management: Accomplished subcontract manager; developed RFPs and SOWs; screened and evaluated subcontract firms; negotiated subcontracts; managed multiple vendors and subcontractors for work quality, deliverables and contract performance.

Information Technology: Experienced manager of IT professionals from diverse disciplines; managed development and implementation of management information systems, MRP/ERP systems, data warehouse and product data management solutions.

Software Engineering: Technical Lead and Software Systems Engineer of advanced procurement system for defense contractor. Transitioned from sequential process flow to parallel process; developed workflow capability with electronic review and approval; integrated AI expert system to automate audit functions; introduced credit card purchasing and electronic data interchange. Results: Realized $1.8M annual savings, reduced procurement request cycle time from 30 working days to 4 days.

Nonprofit Management: President of 350-member advocacy organization. Managed 25-member board of directors; developed 3-year strategic plan; planned and directed monthly programs; managed budget; maintained financial accounts; initiated coalition partnerships; fostered leadership development; introduced use of technology resulting in increased efficiency of volunteer staff.

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