

# ROBERTA L. RIEDEL, PMP

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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 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 software firms, moving from pioneering modes of operation to sustainable production environments. Implemented UML, RUP, ESP, PACE, RAD, 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, ERP.
- Effective at crisis management; experienced at saving customer accounts from cancellation, rallying teams behind a common goal, releasing new products under challenging situations, being a catalyst 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.

*Management Consulting:* Mentored management in product life cycle processes, introduced spiral development and object modeling methodologies. Results: Reduced organization's product development life cycle length by 50%.

*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 environments.

*Subcontract Management:* Accomplished subcontract manager; developed RFPs and SOWs; evaluated subcontract firms; negotiated subcontracts; managed vendors and subcontractors for work quality, deliverables, 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 PDM 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 EDI. 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; 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 reduced volunteer staff hours.

## EMPLOYMENT (20 years of leadership and software engineering experience)

Cisco Systems	Premier Retail Networks, Inc.	Entelos, Inc
The Dialog Corporation	Inpower/Integral Systems	Lockheed Martin Missiles & Space

## EDUCATION

SANTA CLARA UNIVERSITY	M.S. Computer Engineering
STANFORD UNIVERSITY	A.B. English

PROFESSIONAL ORGANIZATIONS	Institute of Management Consultants	Project Management Institute
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