HELEN MEYERS

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PROGRAM MANAGER

Strategic Thinking | User Experience (UX) Focus | Design Thinking

I believe we're all capable of solving tough problems ethically and with compassion, respecting our differences while uniting to create something new. I am an award-winning professional whose passion, energy, and curiosity pushes the boundaries of what is possible and drives technological breakthroughs. My strengths include:

Exceptional Communicator	Collaborative Mindset	Consensus Builder
Grace Under Pressure	Customer Advocate	Flexible Project Manager

TECHNICAL COMPETENCIES

- Adobe Acrobat, Analytics, Experience Manager	- Atlassian Jira	- Cisco WebEx
- Python	- TechSmith Snagit	- TensorFlow
- Microsoft 365, Teams	- Azure Machine Learning	- SharePoint
- SQL Server	- Visio	- Visual Basic

PROFESSIONAL EXPERIENCE & SELECTED ACCOMPLISHMENTS

AT&T   4/2015 – 6/2020

SENIOR TECHNICAL WRITER | PROGRAM MANAGER

Strategized next generation digital customer experiences for business customers.

Facilitated design thinking workshops. Analyzed customer issues, planned, and wrote conversations for an enterprise virtual chat agent. Developed customer journey tracking strategy across web and support touchpoints. Collaborated across internal and external teams on experience design issues. Created mobility and network content for enterprise platforms, including billing applications and voice collaboration tools. Created a user acceptance testing (UAT) process. Analyzed and reported weekly project status of team to leadership. Assembled Excel repositories for Business Center messages and emails to drive consistency. Led onboarding of writers and editors to UX team, including organizing and conducting interviews, creating training materials, and coaching new employees.

- Early design thinking insights reduced spending on a project from $3 million to $50,000, a $2.5 million cost reduction for product delivery.

- Virtual chat agent exceeded cost containment goal of 35% (actual 41%), saving the company $250,000.

- Grew UX team 25%, spearheading the hiring process and training new team members.

- Received AT&T iSpot Award multiple times.

- Received AT&T Excellence in Partnership Award and Above and Beyond Award.

MICROSOFT   2000 - 2014

WRITER & EDITOR - CONTRACTS (2000 – 2014)

Created forward thinking content for a diverse range of Microsoft products and services.

Analyzed silicon industry partners and technology trends to co-write industry perspectives white papers and a silicon architecture specification. Researched and wrote data analytics trends white papers for retail and finance industry. Created user scenarios for new Windows Server features, wrote an IT reviewer's guide and created graphics for inclusion in the guide. Wrote help files and a glossary for a geotagging tool. Developed user specific guidelines for developers, program managers, and testers working on a Microsoft Office service. Co-wrote and edited the Windows Media Center Integration Guide for home media installers. Created an online course for technical writers at Microsoft.

- Synthesized information from 8 silicon semiconductor companies to create partner presentations.

- Reduced page count on integration guides by 10%, generating a cost savings on printing the materials.

MICROSOFT EARLIER RELEVANT ROLES

PROGRAM MANAGER
Collaboratively envisioned and implemented unique customer experiences for SQL Server administrators.
Designed the user interface (UI) for SQL Server administration tools. Managed the creation, testing, and documentation of the UI, and collaborated across groups for UI consistency and integration of other team's components. Wrote product specifications. Worked with external customers on guidance for new product features. Designed and implemented usability studies for SQL Server. Demonstrated SQL Server administration tools at SQL conferences. Trained new product group employees on role of program management in the product cycle model. Facilitated postmortem meetings for other teams.

- Administered 30+ functional usability tests, generating new customer-driven features.
- Created design patterns for 50+ UI elements and coordinated with 5 other Systems teams for consistency.
- Interviewed 15 SQL Server customers from government, retail, finance, and media companies to create experience reports for cross functional teams. Feedback from customers on interactions was ~85% positive and achieved an overall ~10% increase in customer satisfaction.
- Awarded Excellence for Software User Guides and Achievement for Online Help.

TECHNICAL WRITER AND WRITING LEAD
Planned and wrote documentation and help content for multiple versions of SQL Server.
- Wrote and maintained 1500 pages of SQL Server content.
- Created the first online help for SQL Server tools.
- Designed page layouts for 6 documentation guides.

PROFESSIONAL DEVELOPMENT

Scaled Agile: Leading SAFe (2019)
IDEO: Leading for Creativity (2018), Designing for Change (2018),
    Insights for Innovation (2017), Hello Design Thinking (2017)
Harvard Manage Mentor: Customer Focus (2018) Decision Making (2017),
    Innovation (2017), Creativity (2017)
IBM: Design Thinking, (2017)

EDUCATION

Bachelor of Arts (BA), English, with dual emphasis in professional and creative writing
University of Puget Sound, Tacoma, WA

CERTIFICATIONS

Artificial Intelligence Certification – in progress
University of Oxford, Säid School of Business

Certificate in Technical Writing and Editing
University of Washington, Seattle, WA

Scaled Agile SAFe certified