

MARGUERITE YE, PMP, CSM
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PROFESSIONAL HIGHLIGHTS

- Seasoned Project Manager with hands on knowledge of Waterfall and Agile methodology
- Managed an international team of developers and launched a new online web community
- Lead integration of processes for US firms merger with an Indian company, expanding global education, marketing & sales training services in the pharmaceutical/medical devices industry
- Coordinated HR Events for Employee 'Life and Work Balance' Program
- Bi-lingual in English and Chinese (Mandarin/Putonghua and Shanghahua)

WORK EXPERIENCE

ING Direct / ShareBuilder, Seattle, WA

June 2008 - Present

Project Manager / Scrum Master

- Manage three maintenance programs having monthly releases
- Track & Report daily progress and program status to management
- Protect teams and keep them focused on tasks in hand
- Remove impediments to allow team to deliver the business objective
- Ensure scrum process used as intended - enforcer of rules

Premier Election System, Allen, TX

August 2007 – May 2008

Customer Service Project Manager

- Represent business interests in a project environment.
- Provide management of professional services customer engagements.
- Business management activities include acting as the main customer interface, coordinating all professional service project engagement deliverables.
- Interfacing with subcontractors, internal associates, customer resources and vendors, establishing and meeting schedules, and ensuring and measuring customer satisfaction with the professional services engagements.

ACD Systems, Victoria, BC

January 2006 – June 2007

Product and Service Program Manager

- Oversaw the development of new product line of Web-based digital and imaging applications.
- Developed technical platform, marketing, and business partnerships
- Supervised virtual team of 30 people in US, Canada, Japan and Ukraine
- Conducted executive briefings and cross-group updates for management, clients, and partners.
- Created contingency plans and risk management protocols for new product line.

Medsn Inc., Culver City, CA

April 2001 to January 2006

Production / Project Management Director, 1/15/2004 – 1/04/2006

- Oversaw team of experts that customized e-learning programs for marketing and sales teams in the pharmaceutical and medical devices industries.
- Managed projects and production budgets and process for 130 clients, annually.
- Oversaw sales pipeline, logistics and resources for product delivery in US, India, and UK
- Developed company-wide quality-initiative and training program that improved product integrity by 65 percent
- Streamlined and integrated departmental workflow to decrease production time by 25 percent.

Quality Assurance/Production Manager, 4/2/2001 – 1/14/2004

- Created company's quality assurance team, improving client satisfaction by 50 percent.
- Developed standards and guidelines for quality control.
- Implemented and analyzed testing for product enhancements and defects in proprietary Medsn e-Learning software.

Hiwire Inc., Los Angeles, CA

May 2000 to January 2001

Senior Quality Assurance Engineer

- Developed testing strategy for a web-based Client/Server application.
- Identified, analyzed, and diagnosed single and integrated performance problems that occur in a large-scale multi-application distributed server environment.
- Worked directly with development team and system engineers to define bug defects and fixes.
- Led the coordination of assignments to ensure balanced workloads and adequate support.

Health Management Systems, El Segundo, CA

February 2000 to May 2000

Quality Assurance Analyst

- Created and executed quality assurance test plans to ensure that applications meet user requirements.
- Led test plan review sessions with the development team.
- Managed project timetable, including status reporting, estimating project hours, documenting actual and remaining project hours
- Reviewed design specifications, interacted with designers and developers
- Defined, implemented and refined quality assurance testing methodologies.

Deloitte & Touche Technologies LLC, Woodland Hills, CA

April 1998 to Feb 2000

Quality Assurance Analyst

- Implemented and analyzed testing for system enhancements and defects for proprietary CORPTax software.
- Designed and developed proprietary software test plan for automation detailing drop down boxes and windows functions for Windows 95, Windows NT and Novell 4.x platforms.
- Developed system-wide regression test checklist.
- Tested and verified new application user ability enhancements using report History, Amount Queries and Amount Imports using Excel for import into client database.
- Coordinated system enhancements and testing with tax logic programmers.

EDUCATION & CERTIFICATION**Scrum Alliance**

Certified Scrum Master (CSM) and an active member

Project Management Institute

Project Management Professional (PMP) and an active member

Quality Assurance Institute

QA Certification Program and a former member

University of California, Los Angeles, September, 2003

Certification Program in Project Management

California Polytechnic University, June, 1994

Bachelor of Science, Mathematics

College of Science, Pomona,

- Completed advanced mathematical modeling, which included: operations research, optimizing profits, numerical analysis, statistics and computer programming.

PROFESSIONAL DEVELOPMENT**Professional Development Course: Project Management**

- Project Management Certification by UCLA
- Member of the Project Management Institute (PMI) and Quality Assurance Institute (QAI)

Advanced Information Technologies, San Diego, December 1998

- Systems Testing & Quality Assurance Techniques

Quality Assurance Institute, Miami University, Florida, October 1999

- Effective methods of system testing

Deloitte & Touche Continuing Professional Education

(Deloitte & Touch In-House Training, 1998 – 2000)

- ISO9000
- Capability Maturity Model (CMM)
- California Quality Awards
- Malcolm Baldrige National Quality Awards (MBNA)
- Configuration Management
- Release Management

INTERESTS AND ACTIVITIES

I am a member of Young Professional International Network (YPIN); Seattle Art Museum (SAM) and Seattle International Film Festival (SIFF). I enjoy traveling, reading, going to music festival & concerts. I am also involving in various local community activities.