Renee Liu Certified Agile Product Manager PMP,M.A.in tech management, B.Sc.

Summary:

-Fifteen years in project portfolio management, team lead , SDLC, release management, business planning, market evaluation and product launches, technical planning on a global basis.

-Five years in product development and management in global market; launched various product lines.

-Eleven years in Network design, application research and development planning and deployment management/support.

-Master degree in Telecom Management specialized in wireless and IP networks, technologies with global standard, policy and market management focus.

-Project Management Professional certified

-Certified Agile Product Manager

Core Competency

Global team leadership, Agile project management, Process improvement, Business planning, Product positioning, Cross functional department leadership, Product management, ISO, mobile/ Ethernet device design (software and hardware), infrastructure standardization and other international certification involvement, NPI, PLM, PMO guideline

Projects/ Achievement:

-SMB/ enterprise IT software/ hardware planning, design and implementation including VoIP, SIP,PBXs,WiFi,WLAN, Database warehousing, data center, server farm, WAN connectivity, migration application development on open source and Microsoft based technologies; distributed (cloud) computing and applications(IAAS, , PAAS).-AT&T, SMBs, Randstad

-2.5G/ 3G switching applications and services-Lucent

-Cable internet service content and infrastructure alliance-Eastern Multimedia, Time Warner Cable,AT&T

-SOCs : WAP, VoIP, xDSL, Ethernet and WLAN(WiFi), Bluetooth with applications-Toshiba, AT&T

-Cell phone chipset product planning experience: GSM/ CDMA/ PCS/WCDMA-Toshiba

Professional Experience:

-Led global teams in cross functional departments to deliver major international product lines with multimillion dollar international contract value under tight schedule

-Recognized opportunities and developed achievable milestones and processes; acquired major channels within 6 months and increased sales by 50%

-Revived 3 major product lines within 1 year saving multinational fortune 1000 company millions of dollars in research and development funds raised bottom line profit by 200%.

-Efficiently managed teams, budgets and resources within matrix organization with satisfying agile results

-Led and participated in PMO guidelines, benchmarking, and strategic goals setup, assignment and improvement

-Led multiple mobile/ telecom devices, data center and WAN programs from concept inception through global certification and launch with success; clients include top five Ethernet/ Telco vendors and fortune 500 companies worldwide.

-Effectively managed key stakeholders' expectations for major project success in local/ international market deployment; contract value in multi -million dollar range

-Planned major project/program milestones and deliverables with risk mitigation /contingency plans to ensure delivery satisfaction

-Implemented PMIS (portfolio and program management process) system for project knowledge management and change control purposes.

-Planned, managed major product line estimation and finance with senior management for market success.

-Established practical program /project timeline, WBS, critical path control based on solid field technical and management experiences

-Managed SDLC with agile project management method with team on global technical projects and participated in mentoring, feedback in PMO

-Monitored and controlled supplier and potential risks which contribute to project success

- Selected, and collaborated with supplier; monitored potential risks which contribute to project success

-Ability to evaluate project from all perspectives such as: legal, technical, business, market, finance.

-Consulted corporate and business accounts with global mobile standard and architecture according to international standardization progress, national/regional regulation and company demand.

History

2015-2016 PM best practices and SDN training USA

Randstad Professional Service: service delivery manager/Program Manager Nov 2013-April 2015 NY USA

Delivering mission critical network infrastructure /services including SDN, data center, WAN connectivity and cloud related services.

- Lead and facilitate the development, implementation and continuous improvement for critical processes
- Work with leadership team to define and review bench mark and current service offerings
- Established roadmaps and delivery priorities; align resources according to priorities
- Partner with business units and senior executives to facilitate and support new decision making
- Train/Mentor & support peers during business transition
- Managed full SDLC projects/ programs
- Managed group of projects within program according to business priorities and stakeholder consensus
- Managed stakeholder relations to ensure that project delivery expectations are clearly defined and met.
- Managed vendor relationships, where applicable and required.
- Dashboard report in weekly senior management meeting to alleviate any issues and obstacles.
- Led team delivering projects within the constraints of scope, time,budget and within the PMO's framework.
- Developed detailed work plans, schedules, estimates, and resource in conjunction with project team members..
- Identified, and managed risks for program success.
- Driven and tracked change management work as project deliverables are rolled out,
- Initiated and maintained project and program deliverables, repository and knowledge base for the team

Time Warner Cable: Communication infrastructure and services: Senior PM/ Program Manager May 2012- Dec 2012 NYC, NY USA

Deploy multimillion dollar budget Wide Area Network MDU infrastructure and services with remote/ local team including contractor, consultant and 3rd party.

- Review program portfolio priorities and status to align with corporate strategy and adjust priorities
- Partner with senior executives, multifunctional departments and delivery partners to define service benchmark
- Managed resource allocation to align with portfolio priority
- Led team delivering projects within the constraints of scope, time and within the PMO's project management framework.
- Realign priority and negotiate senior management stakeholder's expectation in senior management meeting
- Developed detailed work plans, project schedules, estimates, and resource plans in conjunction with project team members..
- Managed full SDLC projects/ programs
- Managed group of projects within program according to business priorities and stakeholder consensus
- Identified, and managed risks for program success.

- Managed stakeholder relations to ensure that project delivery expectations are clearly defined and met.
- Driven and tracked change management work as project deliverables are rolled out, including activities such as training, communication, and documentation.
- Managed vendor relationships, where applicable and required.
- Dashboard report in weekly senior management meeting to alleviate any issues and obstacles.
- Provided feedback for PMIS deployment and PMO guideline establishment
- Maintained project and program deliverables, repository and knowledge base for the team

AT&T Program Manager NJ USA June 2011- April 2012 Middletown NJ, USA

Upgrade and implement multimillion dollar budget WAN IP network services for enterprise clients with remote/ local team including contractors, 3rd parties, and consultants
-Managed group of projects within program according to business priorities and stakeholder consensus
- Partner with business and finance department to define, monitor and control budget throughout the programs
- Prepare audit material and and support formal governance meetings
- Led team delivering projects within the constraints of scope, time, budget and within the PMO's framework.
- Identified, and managed risks for program success.
- Realign priority and negotiate senior management stakeholder's expectation in senior management meeting
- Developed detailed work plans, project schedules, estimates, and resource plans in conjunction with project team members.
- Managed resource allocation to align with portfolio priorities
- Managed stakeholder relations to ensure that project delivery expectations are clearly defined and met.
- Driven and tracked change management work as project deliverables are rolled out, including activities such as training, communication, and documentation.
- Managed vendor relationships, where applicable and required.
- Dashboard report in weekly senior management meeting to alleviate any issues and obstacles
- Maintained project and program deliverables, repository and knowledge base for the team

IT consultant: Techrider, TomCom : Program Manager January 2002 - June 2011 Toronto Canada, New York, NY

An information technology consulting company experienced in enterprise solutions with various verticals including finance, healthcare (HIPAA related environment) .
− Championed application/ network requirement development and led development across departments gained long term customer's faith.
− Directed clients' IT department strategy, business model, processes and budgeted efforts for long term growth
− Managed portfolio of projects with remote / local PMs , participated in improving PMO efficiencies
− Facilitated partner and suppliers' PLM and NPI efforts by feeding back market input and consulting necessary changes, stage gate to be met, QA, global certification, release method.
− Software and Database development/ integration with remote and local teams on platforms such as Linux, Microsoft, Share/ hosted environment, server farm, cloud services(IAAS, SAAS, PAAS) with Java, J2EE, C, SQL, XML, and other technologies/ applications which successfully increased business efficiency by 200%.
−Hardware/software/application integration for cable ISP, WiFi, WLAN, VPN, VoIP, SIP and other relevant services/ infrastructure. Technology encompasses: DOCSIS, 3G/4G platform, and relevant protocols and applications cross different standards and geographical boundaries with ROI and business continuity in mind
−Led database and VPN multi-site data sharing development, network evolvement for companies with frequent changes and large data volume exchange by both agile/scrum and traditional method with success.
−Facilitated and participated in indirect partners' government bids process analyzing network systems, sourcing relevant network components and bidding processes in North America
−Led and designed/deployed multiple software development projects with agile/ waterfall method and maintain multimedia sites for data sharing /distribution purposes, established company's international footprint.
−Established international corporations' online presence and software hardware environment for efficiency
−Led remote and local teams to deliver development projects under tight deadline with satisfaction

-Managed full SDLC projects/ programs
−Led database and VPN multi site data sharing development for companies with frequent changes
−Consulted customer on converged data and voice traffic integrating solutions by minimum technology/business changes.
Solutions: Telus, Rogers,Cisco, SMC, Microsoft, opensource,Linksys, Dlink, Netgear, Avaya, NorStar, TCom, Shala, AT&T…etc.

Lucent Technology: Product /Project Manager Taipei Taiwan Dec 2000- Dec 2001

Launched Research and Development efforts from Britain, North America and finalized wire line and wireless product features, promoted products with local Research and Development team, Sales, Telecom Vendors, third parties, and project teams; CLEC, ILEC vendor solutions

− Established three major CLEC and ILEC carriers with killer features/ applications

−Championed requirement development, global standardization process (3G: UMTS, CDMA 1xEVDO, MMS, LBS USSD, and global backward compatibility) for applications and infrastructure to retain/acquire major clients

− Won and maintained 2 national wireless carriers for future central office switching system upgrades

− Led NPI, PLM, RFP, RFI, RFQ efforts to contracts and market launch

− Participated in government bidding and contracting processes within cross geographical and cross departmental teams with contracts valued in millions

− Create and maintain the project schedule, deliverables, budget, issues, and risks with team through all project gates.

− Track progress and variances and mitigate risk with standardized PMI method.

Toshiba Electronics: Product/Project Engineer Taipei Taiwan June 1999- Dec 2000

Design in chipset solutions with research and development team, global clients, sales, marketing, and alliances for user / telecom devices. Technologies includes: WAP, xDSL, H.323, SIP, Ethernet, PHY, Bluetooth, WiFi, open source, Microsoft platform, SQL, C, Java, MPEG, Q.931, ISDN, ATM, WinCE/ XP/98/NT,zOS. RTOS…etc.

− Managed Portfolio of projects and participated in program and departmental strategic development with senior managers quarterly

-Led and aligned long term product roadmaps/ features; prioritized product backlogs with senior management to market launch

- Led and provided product training to channels and major accounts during semiannual meeting

− Managed counterpart PMO's efforts within the company and external channels, vendors, third parties' efforts for project program progress, adjust strategic directions in biweekly meeting and established CR processes

− Managed project portfolio costs, and budgets by ABC accounting, also managed BOM and component costs

− Led NPI, PLM , RFI , RFP, RFQ efforts to market launch

− Participated in forecast meetings and quarterly evaluation meetings for project benchmarking

− Led requirement development process through certification requirement compliance and various project gates with global team; managed vendors, alliances, and global standardization issues to various product successful launch.

− Led initial product research and development design / launch plan; effectively introduced the product to various channels and accounts with significant revenue contribution.

− Designed in chipset with application solutions for various global vendors and successfully gained market share worldwide.

−Managed project implementation through full SDLC lifecycle to market launch and resulted in efficient internal ecosystem and saved 50% resources/ costs

−Managed projects' major milestones and resulted in 100% more productivity as a team.

− Led Research and development efforts from concept design through all gates to delivery for international multimillion dollars contracts

− Established project management office's best practices and learned lessons for strategically significant clients
− PMIS implementation and training, established change control system (IBM Lotus, SAP, Oracle)
− Led team to agile operation

Eastern Multimedia: Strategy Specialist Taipei Taiwan June 1998- June 1999
(Major Cable Internet service provider with FTTx infrastructure) Collaborated with Engineering, Finance, and channels on cable internet service detail planning under Vice-President's supervision, CCTV, ISP solutions.
− Participated in global cable alliance and standardization process to certify user devices and established carrier's pricing, service infrastructure.
-Planned and participated local/ global regular semi annual stakeholder and vendor meetings and conferences to align strategic understanding and adjust product development direction prior to market launch.
− Coordinated with various multi functional departmental major strategic initiatives and a portfolio of projects with counterparts' PMs
− Participated in bi weekly PMO senior executive meeting for strategic initiative, prioritizing efforts, CR and process improvement
− Managed vendors and partners' initiatives and integrated into program/ project management directives according to biweekly PMO meeting decisions
− Participated and led pilot program and pre product trial research to market launch
− Developed applications with sales/marketing, engineering team and launched with national success.
− Developed alliance plan with community to provide cable internet service as packaged services which lead to 10,000 more user counts and later on an alliance business model
−Gained shareholders approval on deploying cable ISP services and infrastructures national wide with the team

International Trade Company: Coordinator/Database Architect L.A. CA USA 1997-1998
-− Coordinated, controlled delivery schedule, quotation, client issue resolution
−Established customer database which streamlined processes to achieve 200% more operational efficiencies based on Microsoft technologies

Education:

Master degree in **Telecom management, University of Southern California**, L.A. CA USA 1998 Business planning, New Technology Introduction (VoIP, DSL, Cable, Fiber Optics, GSM/ CDMA..etc.) , standards, regulations
Bachelor, National Taiwan University, Taipei TAIWAN

Professional Development:

SDN training 2016
ITIL training 2016
Managing major programs 2015
Certified agile product manager 2013
ITIL training 2013
OPM3 2012
Portfolio Management 2012
Program Management overview 2011
Agile Development 2011
PMP certification: PMI 2009
Establishing project program office 2011

IT Project management 2009

LTE concepts 2009

CCNA 2007

Continue education study in Information Technologies USA 2004-2006 Syracuse University

Distributed systems; Cloud and Utility Computing; UNIX; RDBS; Wireless systems; IT finance and ABC accounting

LAN/ WAN technologies 2005

Linux 2004

C++ language concepts 2002

Situational leadership 2001

Project management: work breakdown structures, critical path analysis 2001

MCSE and Microsoft operating systems/server 2001

GPRS 2000

SIP and H.323 1999

Technical Experience

Telecom:

High level understanding of LTE, CAMEL , GSM, GPRS, PDSN, WAP, SS7, SCP, STP, 3G, MMS, CDMA and CDMA 1xEVDO Strong understanding of SMS, USSD, SIM technology and other GSM protocols Strong understanding of VoIP technology, Cisco call manager, AVVID , hosted and CPE style IP PBX technologies and functionality; QoS Cable DOCSIS, FTTx, CATV, CCTV,

Broadband Internet, Interactive TV, Pay Per View (PPV), VoD, HFC, Coaxial, CATS, ISDN (On-Ramp), xDSL, MPEG , CDS, DVB, MPEG2 and 4, HD TV, Various modulation and encryption techniques, such as QAM, QPSK, FSK etc.

Familiar with NTSC and ATSC, PAL/SECAM standards and CRTC and SCTE specifications

Other skills

Microsoft proiect, Share point, Clarity, HP PPM, Citrix, Primevera, Visio, Access, Excel, Powerpoint, DOS, Windows 2000 (Enterprise/ Advanced/ Professional)/ ME / XP, sharepoint, Linux Routers, Switches, Hubs, Computer Hardware and Peripherals ,RAID, SDC, LAN / WAN, Data center, Server farm, SDN, AWS, TCP/IP, VPN, Fibre optic. etc. HTML, Search- Engine Optimization & working knowledge of SQL, Microsoft .net, UNIX, SAP, Oracle, Citrix, JAVA, C++, J2EE

References available upon request

Eligible for North American employment without sponsorship