Olivia Walton
Address/Email/Phone

May 2011- Present: Principal Program Manager/ Developer Relations – BRS Virtualization Group, EMC Corporation
Overseeing joint development program between EMC and VMware including engineering to engineering relations, setup of global support and development/implementation of PMO level agile practices.
• Improved development efficiency by establishing first EMC onsite program management presence at VMW.
• Created better product feedback loop to offload overtaxed Product Management by taking on Product Owner duties.
• Enabling future projects to move from concept to ship faster by establishing joint EMC/VMW best practices.
• Improved internal communication and reduced churn by implementing agile level management practices.
• Leading creation of first of its kind joint support model to allow EMC and VMW to share support cases for new product.

Feb 2010- May 2011: Senior Program Manager – Branded Product Group, Hitachi Global Storage Technologies
Directed Program Management for Hitachi GST's consumer products group. From oversight and management from strategic portfolio management to individual project releases.
• 700% increase in projects run per quarter by implementing agile program management and communication model.
• Facilitated portfolio level design meetings to create strategic and competitively differentiated roadmap.
• Guided product team through creating user stories and ordered product backlog to drive product development.
• Shipped new product in less than two months by organizing internal and external development in tight iteration loop.
• Took over failing project, managing it to a successful release that was named a Consumer Digest best buy.
• Reduced cross department re-work and missed deliveries after rolling out a new communication plan.
• Rolled out formal change control allowing projects to remain agile while still meeting strict quality engineering guidelines.

Feb, 2008- Nov, 2009: Senior Project Manager, Support Readiness, VMware Software
Managed end-to-end support readiness initiative for VMware vSphere 4.0, ensuring global support was ready for the release, including web presence, support models, training coordination, technical roll out, validation, and IT integration.
• Created and lead process team that delivered 100% readiness of Global Support for vSphere 4.0 release.
• Increased company Customer Satisfaction score by leading global readiness program.
• 90% of all technical support risk, for release, tracked and mitigated through creation of a risk management system.
• Delivered Cisco Nexus support program in six weeks instead of standard six months using agile processes.

Feb, 2002 – Feb, 2008: Senior Program Manager, Symantec Corporation (formerly VERITAS Software)
Managed global support project planning for multiple worldwide**,** enterprise releases. Took corporate plans and release data and converted them into comprehensive release strategies for the global support team.
• Improved product supportability by fostering new communication channels to engineering.
• Streamlined global support reporting by working with stakeholders to create unified and easy to use templates.
• Reduced support exception process from 30 days to 14 days by implementing an incremental improvement process.
• Mentored department new hires, earning the trust and respect of co-workers and creating a more unified department.

Sept, 1999 - May 2001: Product Manager, Openwave Systems (Formerly Phone.com)
Product manager for MyPhone global service, an early innovator in mobile portal technology. Prime driver in voice technology program, performing market research, competitive analysis and creating a global business plan for roll out of voice services.
• Implemented internal website for voice platform, including training presentations, and document archives.
• Executed a successful product ship under tight deadlines by organizing team and resources on a single plan.
• Created end-to-end voice technology business plan to allow business to move into new market.

Aug, 1994 - Sept, 1999: Product Manager, General Magic, Inc.
Worked on the Portico Virtual Assistance Service, a first of its kind voice based system. Developed business cases & features, customer surveys and managed focus group meetings. Collaborated with development teams to drive products to release.
• Generated positive company press through my product presentations to analysts and press.
• Improved first touch customer response by 60% by initiating cross-functional, daily stand-up style meetings.
• Earned trade show attendee and management praise for my hand built product demos.

Professional Certifications
Agile Certified Practitioner (PMI-ACP), Project Management Institute
Certified Scrum Professional (CSP), Scrum Alliance
Certified Scrum Master (CSM), Scrum Alliance
Certified Scrum Product Owner (CSPO), Scrum Alliance
Certified Project Management Professional (PMP), Project Management Institute