

ULLA MERZ

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BOULDER, CO 80303

CAREER SUMMARY & QUALIFICATIONS

Resourceful Technical Project Manager who achieves project success by focusing on the goal, excellent project management skills, a team orientation with strong commitment to follow-through, and dedication to outstanding customer service.

- PMP certified since 1999
- Author of published articles on project management
- Accomplished software engineer
- Ph.D. in computer science
- Trainer in and expert user of Microsoft Project
- Certified SCRUM master
- Speaker at major conferences
- Consultant highly rated by clients
- Active member in many professional associations

HIGHLIGHTS

- As a project manager on contract basis, took over software project from departing employee for remaining four months of a six months project. Completed the project on time and achieved the target revenue.
- Completed new product development ahead of schedule, which in turn, increased market share and generated the first \$1M sale for the company.
- Acquired and completed custom software development project. Exceeded customer's expectations, which led to two additional revenue-generating engagements.

PROFESSIONAL EXPERIENCE

Project Manager/Scrum master, Magpie, Westminster, CO

2007 - 2008

- Project manager/Scrum master responsible for Magpie client projects, such as the Bolder Boulder.
- Contract project manager at Avaya/Westminster. Responsible for sprint planning and execution and the implementation of an infrastructure (tools, documentation, practices) to manage agile software development projects.
 - Introduced and established the daily use of Scrumworks for planning and tracking.
 - Established and maintained a project website that serves as the project information repository.
 - Facilitated the creation of engineering and project documentation, such as the project charter and test documentation.

Project Manager, CDI, Denver, CO

2004 - 2007

- Contract project manager at IBM/Boulder. Responsible for planning and construction of storage area network (SAN) locations throughout the US and Europe, coordinating resources across multiple locations.
 - Successfully upgraded SAN involving > 40 resources and 22 customer accounts providing the storage capacity for new revenue growth.
 - Planned and executed software testing effort involving customers and developers resulting in improved software quality.
 - Managed five to seven projects with competing priorities at the same time.

Technical Project Manager, REQUISITE TECHNOLOGY, Westminster, CO

2003 - 2004

- Responsible for planning, monitoring and coordinating new software product development
 - Developed high-level schedule that provided capacity and duration estimates for new product initiative.
 - Implemented semi-automated project tracking system that resulted in increased accountability.
 - Implemented web-based access to project information, providing increased visibility into the project for the technical team as well as upper management.

Consultant, P2E, Boulder, CO

1995 - 2003

Consulting

- Managed full software development life cycle.

Responsible for:

- Managing project process through all development cycles
- Preparing detailed project schedules defining tasks and timelines for each team member.
- Tracking budget and schedule status as input for corrective actions.
- Coaching team members on task estimation and problem solving of technical issues.
- Managing client, vendor and contractor relations overseeing deliverables.
- Documenting and managing product requirements to define the product release scope.
- Interfacing with customers regarding project status and requirements definition and clarification.

- Consulted regarding the installation, configuration and trouble-shooting of Sybase DirectConnect products.
- Partial List of Clients: Polarsoft, SignalSoft Corporation, iWitness Inc., Rational Software Corporation, Information and Graphic Systems, and The Radiance Group.

Training

- Developed and delivered training in Microsoft Project offered as both public and on-site company courses.
 - Taught software project management and software engineering at the University of Colorado and in private industry.
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Senior Software Engineer, SPACELABS MEDICAL, Longmont, CO

1994 - 1995

- Designed and implemented the data management architecture for a medical information system that allowed the product to work with any SQL based database management system.
 - Installed and administered the configuration management system and software build system which guaranteed repeatable and timely software builds.
 - Evaluated and selected component software systems for SQL access, printing services and report generation. Result was decreased development time and cost.
Software: DEC-Alpha Unix, C++, Oracle, MITI SQL C++ API, Xprinter API, X/Motif, Korn Shell
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Technical Lead, MICRODECISIONWARE, Boulder, CO

1992 - 1994

- Designed the architecture, implemented and managed the development of a remote access server to DB2 which allowed the company to gain increased market share.
 - Automated the software build process by implementing a configuration management system and software build tool.
 - Facilitated acquisition of important reference accounts through strong technical support of customer accounts during the Beta test period.
Software: AIX/RS6000, C, Sybase Open Server/Client, TCP/IP sockets API, SNA LU6.2 API, Sybase SQL Server, Korn Shell, lex/yacc, sccs
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Member of Technical Staff, AT&T BELL LABORATORIES, Denver, CO

1982 - 1988

- Designed, implemented and unit tested the user interface for administering a PBX.
- Modified the Prolog interpreter, adding garbage collection and a method for fast consult.
- Implemented a transaction restart facility for a document management system using C.
- Implemented enhancements and bug fixes for a relational record manager.
Software: C, Prolog, Unix

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EDUCATION

Ph.D. Computer Science
 University of Colorado, Boulder, CO

M.S. Computer Science
 University of Colorado, Boulder, CO

Dipl. Inf. Computer Science
 University of Stuttgart, Germany

AWARDS AND CERTIFICATION

PMP certification through the Project Management Institute

IBM Shared University Research Grant

Extraordinary Contribution Award, AT&T

Individual Performance Award, AT&T

Scholarship from the German Government

PUBLICATIONS

“Order in the House”, product review of Select Process Director Plus, *Software Development Magazine*, October 2003

“Midterm Improvements – Cost-effective software quality practices” *Software Development Magazine*, April 2003

“Your Authentic Swing - Coaching Software Development Teams”, *Software Development Magazine*, August 2002

“Savvy Survival Skills Can Ease a High-pressure Development Schedule”, *Software Development Magazine*, December 2001

“Tough Customers: Toward Win-Win Solution”, in “Beyond Chaos: The Expert Edge in Managing Software Development”, Addison-Wesley, ISBN 0-201-71960-6

“Tactical Project Management at a Startup”, *STQE Software Testing & Quality Engineering*, November/December 2001

“Small Teams, Big Problems – Project Web Sites Help Development Teams Succeed”, *Software Development Magazine*, March 2001

“Dealing with Difficult Customers”, *Software Development Magazine*, May 2000

“Project Meetings: A Communication and Coordination Tool”, *Auerbach Publications*

“DIRECT: A Query Facility for Multiple Databases”, *ACM Transactions on Information Systems*

“Design of a Loading Plan Format for an Expert Cargo Loading System”, *CHI'90 Conference*