KATHLEEN E. DEMAREE

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PROGRAM MANAGER – ADVISOR/TRAINER

Program Manager with 10 years of Microsoft experience in software design, training, and support.

CORE COMPETENCIES

- Translation between technical and non-technical people
- Big Picture thinking with a passion for details
- Problem analysis and solving

- Leadership, guidance, and mentorship
- Cross-Group collaboration
- Managing external relationships

WORK EXPERIENCE

November 2005 – Nobember 2009

Aditi Technologies at Microsoft Corporation
Redmond, WA

Lead New Hire Advisor | New Hire Readiness Roadmap Program Manager –Sales and Marketing Readiness. Guided 400 new hires on key skills needed to ramp-up quickly through a series of telephone meetings. Taught them how to "fish" through several thousand Intranet sites and resources. Reviewed their progress against self-study goals, instructed on key topics and answered questions. Supported manager on-boarding efforts by suggesting key areas for improvement and informing them about learning opportunities. Coached up to 20 worldwide team members in complex situations. Monitored capacity and made assignments for a local team of four. Sheparded development of internal tool by a third party developer. Developed and edited internal program documents, job aids, and resources. Maintained and published 40 new hire learning roadmaps by defining and presenting region and role appropriate learning activities. Liased with global stakeholders to ensure roadmap synchronization with rhythm of the business and required learning goals for seven different business segments.

June 2000 - November 2003

Microsoft Corporation
Redmond, WA

Program Manager – Windows Media Player. Wrote specifications, designed UI and user workflow, edited user help, and managed customer feedback for CD burning, ripping and playback, DVD playback, accessibility and error messages. Drove features end to end by working with development, test, user education, for several product release cycles. Maintained and drove relationship with third party vendor to ship software as part of Media Player. Presented Media Player "tips and tricks" on television as part of Microsoft's "Insider Live."

August 1999 - May 2000

Microsoft Corporation
Redmond, WA

Program Manager – Windows Millennium Edition. Developed and drove a plan for collecting and using error message feedback from Beta customers. Worked with several cross-product teams to address error messages in Millennium based on that feedback, support input, and text scrubs. Originated and then worked with the user experience team to implement a Control Panel soft barrier as part of the Easy PC initiative. Briefly managed the CD-R project, including finalizing specs, ensuring deliverables, and maintaining relationship with third party vendor.

August 1998 - August 1999

Microsoft Corporation
Redmond, WA

Product Improvement Program Manager. Quantified, analyzed, and produced reports based on product support data for Windows 98, Internet Explorer, and Outlook Express. Drove product and service improvements based on support data. Acted as a liaison and facilitated meetings between Product Support and the Product Group to foster communication and cooperation. Trained coworkers and developed processes, best practices, and ideas to improve workflow and communication within the group. Presented part of the Product Cycle Model class.

September 1997 – August 1998	**Claymore, Incorporated at Microsoft Corporation** Redmond, WA

Subject Matter Expert. Developed technical content for Microsoft Official Curriculum courses Upgrading to Microsoft Windows 98 (954B and C) and Supporting Microsoft Windows 98 (955A). Wrote, edited and reviewed module material. Wrote and tested labs. Tracked technical and interface changes in Windows 98 for the courseware development team. Forged and fostered relationships with several other Microsoft departments including Support, Enterprise Training, and Resource Kit Development.

March 1997 - September 1997	**CALC/Canterbury – Computer Applications Training Center** New York City, NY

Instructor. Taught several public and private classes in Windows 3.1, 95 and NT, as well as Microsoft Word (6, 7 and 8) and Outlook. Acted as a resource for other instructors on Windows NT and Outlook. Installed a local NT network and its applications software for use in instructor preparation and development. Provided on-site support for clients upgrading to Windows NT and Office 97.

January 1995 - January 1997	**Fels Center of Government, University of Pennsylvania** Philadelphia, PA

Instructor - "Computers and Analytic Methods." Taught and administered lab sessions for a core requirement class of the Masters of Governmental Administration program. Developed syllabus, class materials, and assignments. Topics included PC hardware, operating systems, applications, networking, desktop publishing and the Internet. Emphasis was on integrating PCs as tools and understanding the concepts behind productive office (and academic) computing.

July 1992- March 1997	**Security Program Automation Resources – Security Support Specialists** subsidiary of Caci System Designs, Allentown, NJ

Customer Service Manager. Provided customer support for Automated Registration and Badging System software (created by SPAR), including user/supervisor training and training materials development, telephone assistance and troubleshooting. Wrote, edited, and produced the ARBS manual and on-line help. Provided sales support, including production of proposals, quotations and sales literature.

September 1991 – March 1997	**Caci System Designs – Technical Security Consultants** Allentown, NJ

Production Coordinator. Edited, formatted and produced extensive specifications and schedules associated with multi-million dollar physical security projects for large corporations and universities. Produced and coordinated intricate layouts and graphics associated with those documents and projects. Wrote and edited security response procedures flow charts for several projects. Responsible for office support, including computer network management and file management.

EDUCATION

Drew University - Madison, NJ

B.A, Cum Laude, G.P.A. 3.44/4.0: Psychology major, Arts Administration minor (music concentration); in addition to the coursework for major and minor, courses included basic accounting, economics, fieldwork and an independent study.

Ongoing Career/Adult Education

CALC's ten-week instructor Training and Orientation program (*Train the Trainer).* Two weeks of New Hire Advisor training; topics included open-ended questioning, active listening, and tone matching. Other courses taken at Microsoft: Managing Action, Project Management, and Precision Questioning, as well as several Sales and Marketing Online Training activities reviewed to support New Hires.

INTERESTS AND ACTIVITIES

- Sing with Seattle Choral Company (SCC) – the Northwest's Premier Symphonic Chorus. Former SCC Membership President (~100 singing members) and Board VP of Company Affairs.
- Actively involved on-stage and backstage with the Microsoft Theater Troupe.
- Supporter/fan of the Seattle jazz community.