

## Victoria M Brasseur

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### SUMMARY OF EXPERIENCE

- 3 years directing software development processes and policies while leading a department of three Perl/Javascript developers and one MySQL Database Administrator (DBA)
- 5 years leading or participating in Product Management efforts
- 6+ years of experience supporting, designing and implementing high-availability Software as a Service (SaaS)
- 12+ years working in software development

### WORK EXPERIENCE

#### **Internet Archive, San Francisco, CA (April 2011–October 2011)**

*The Internet Archive is a 501(c)(3) non-profit that was founded to build an Internet library. Its purposes include offering permanent access for researchers, historians, scholars, people with disabilities, and the general public to historical collections that exist in digital format. <http://archive.org>*

#### **Product Manager, Digital Archive Service**

- Define scope and features for new service offering
- Research and analyze competing products and services
- Communicate with service pilot partners
- Gather service pilot partner use cases
- Synthesize partner and business requirements into functional requirements document
- Represent organization at industry meetings and conferences
- Provide technical coordination for contributing partners
- Write technical API documentation based upon self-directed code review
- Document organization policies and processes on internal wiki

#### **iPost, San Rafael, CA (2005–2011)**

*iPost is an Email Service Provider (ESP) supplying email marketing expertise and software to small to midsize companies in a variety of market verticals. <http://www.ipost.com>*

#### **Director of Product Development (2008–April 2011)**

- Directed all aspects of software engineering team, including development, release and maintenance
- Managed department of three software developers and one MySQL DBA, three of whom worked remotely
- Wrote development department contribution to yearly business plan, including departmental plan for meeting short- and long-term company business goals

- Developed and maintained departmental budget
- Supplied quarterly departmental updates for board of directors meetings
- Instituted an agile Scrum-like development process, improving visibility of project progress and enabling a process of continuous QA testing
- Established process for technical design of new features, improving developer understanding of feature requests and their underlying code base, leading to fewer product defects
- Organized revamp of code releases to three feature and seven bug fix releases per year, enabling better marketing opportunities while maintaining a high standard of consistent product improvement
- Managed implementation of an automated user interface quality assurance process using Selenium for use by the Product Development department
- Designed robust development and testing environment comprised of five virtual machines running CentOS and an equal number of 1TB MySQL database snapshots and worked with outsourced IT team to direct its implementation
- Developed staff review process and conducted quarterly reviews for all staff members
- Founded and served on product management team for developing product road maps and reviewing and approving enhancement requests from both internal and external sources
- Built enhancement request tracking system and related processes
- Instituted and coordinated internal and external beta testing, serving as primary point of contact for coworkers and clients
- Provided advanced technical support for Client Services, Account Managers and Sales team
- Actively cooperated with Marketing team to write release announcements for triannual feature releases
- Initiated “Free Software Friday” program, enabling software engineers to pursue professional development while contributing to a Free/Open Source Software project of their choice

#### **Product Manager (2007–2008)**

- Implemented and managed monthly feature releases
- Specified requirements for new product features
- Wrote release announcements for monthly feature releases
- Coordinated monthly webinars, presented by internal staff for sales prospects and existing clients
- Researched email marketing domain and competitors
- Developed two-year product development plan
- Managed off-shore development team from Priya International, Ltd.
- Provided project management for Client Services and Account Managers
- Provided early-shift IT and networking support for mission-critical CentOS Linux servers and internal users
- Assisted in assembling and racking twenty CentOS Linux servers for establishing an East Coast data center

#### **Software/Database Developer (2005–2007)**

- Wrote new Perl modules for a software package used by many hundred users daily. These modules covered a broad spectrum of the system functionality,

- including back end work, SQL queries and creating new user interfaces using HTML and XPP
- Designed and managed implementation of an automated billing mechanism, saving over ten person hours of work per month (according to the accounting department)
  - Provided on-going technical support to a staff of six Client Services and Account Managers
  - Implemented microsites for retail clients using HTML, CSS, Perl and Blatte and integrated them into the main product
  - Managed and implemented custom client projects, typically using HTML, CSS, Perl and Blatte
  - Functioned as early-shift IT and networking support for mission-critical CentOS Linux servers and internal users

## **Innovative Interfaces, Inc.; Emeryville, CA**

**(1999–2005)**

*Innovative Interfaces, Inc. is an Integrated Library System (ILS) provider supplying automation and cataloging software to thousands of public, university and corporate libraries in over forty countries. <http://iii.com>*

### **Product Analyst (1999–2005)**

- Wrote both functional and technical specifications for mission critical software products
- Active participant in software design meetings
- Developed departmental policies and strategies for deploying MySQL across a variety of \*NIX systems
- Developed company policies for access control on high availability MySQL databases
- Compiled and installed MySQL and Tomcat from source code on a variety of \*NIX systems
- Installed beta software on a variety of \*NIX systems
- Wrote shell scripts automating installation of beta environment and associated software
- Provided technical support for beta testing periods

## **PRESENTATIONS AND WRITING**

### **Blogs**

- Professional blog  
<http://anonymoussh.vnbrasseur.com/>
- Personal blog  
<http://firststep.vnbrasseur.com>

### **Open Source Bridge 2011**

<http://opensourcebridge.org/2011>

- *Marketing: You're Soaking In It!*  
<http://opensourcebridge.org/sessions/682>
- *Open Sourcing Your Legacy Project: A Game of Adventure, Danger and Low Cunning*  
<http://opensourcebridge.org/sessions/691>

## **EDUCATION**

### **Michigan State University**

**(1990–1999)**

- Bachelor's of Arts in Latin (1995–1999)
- Bachelor's of Arts in Interdisciplinary Humanities: Philosophy, English, History (1990–1995)
- Five and a half years of studies in Ancient Greek

## **TECHNICAL SKILLS**

Linux, Perl, SQL, MySQL, Scrum, Agile, Selenium, CVS, Git, HTML, CSS, Javascript, Java, C, Tomcat, Apache, Salesforce, LibreOffice, Amazon Web Services