

KATY M.KOENEN

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**PROJECT MANAGER, TECHNICAL COMMUNICATOR,
AND CUSTOMER ADVOCATE**

SUMMARY

An experienced project manager and technical writer with proven team-building and communication skills. Committed to process improvements that improve customer satisfaction and process efficiencies, with an aim of increasing revenue while decreasing costs.

EXPERTISE & TECHNICAL TOOLS

Expertise	Technical Tools	
<ul style="list-style-type: none"> Project Management Process Improvement Program Management Technical Communication Customer Advocacy Organization Skills Team Building Leading teams 	<ul style="list-style-type: none"> Microsoft Visio 2007 Microsoft Word 2007 Microsoft Excel 2007 Microsoft Project 2007 Product Studio Doc Studio 	<ul style="list-style-type: none"> Microsoft Outlook 2007 WTT Mobile Test Tool Microsoft Sharepoint Adobe HomeSite Microsoft PowerPoint 2007 Microsoft Visual SourceSafe

Experience

WRITER, MICROSOFT CORPORATION

Redmond, WA

2000 - 2009

Project Management Highlights

- Led process-improvement project to automate test case documentation, ensuring the shipment of comprehensive test content, eliminating duplication of effort, and saving the company roughly \$300,000 per year.
- Made division history by driving design, development, and implementation for the first division-specific Diversity Web site. Created and produced all core content for the site, which become the central portal for all diversity events, issues, and concerns within the division.
- Initiated and drove cross-group project to ensure consistency of terminology across similar products being developed in different divisions.
- Designed, sourced, and delivered a new, cost-effective, easily extensible on-device "QuickStart" product tour for Windows Mobile 5.1 Pocket PCs and Smartphones.
- Collaborated with video production expert to deliver innovative "e-HowTo" content for mobile device developers available via the Windows Mobile End User Documentation Kit.
- Established strong, collaborative relationship with the consumer content team at Motorola to ensure that end-user content provided met the needs of both Motorola and consumer end-users. As of 2009, Motorola is still using my design for the Help and QuickStart Guide they provide on the Motorola Q9h.

Writing Lead Highlights

- Led all content publishing efforts, and drove timely delivery of all documentation while managing contingent staff for the following products, Server Appliance Kit, Microsoft Location Server, Windows Powered Smart Display, and the Portable Media Center (the predecessor to the Zune).
- Concurrently managed two teams of writers that produced developer and end-user documentation for the Windows Mobile Portable Media Center, version 1, and the Platform Builder IDE for Windows CE 5.0.
- Made great hires; conducted performance reviews for full-time employees; provided feedback to agencies for contingent staff.

RECOMMENDATIONS

- *Katy was an excellent leader and motivator who brought divergent groups together to accomplish strategic objectives. She understood how to get results and recognized those who contributed to success. AT WM Life she identified process improvements to a variety of processes....*
--Linda Hill, Assistant Vice President, Quality Assurance, WM Life Insurance Company
- *Managing Katy was a pleasure. Katy's strengths include her communication style, inter-team collaboration skills and her ability to grow and stretch herself with each new challenge. I highly recommend Katy for any team that has large goals, which require solid execution and the resources to accomplish them.*
--Chad Mack, CONTENT PUBLISHING LEAD
- *Katy was an excellent member of my team (I am no longer her manager). She is a thorough planner who creates excellent approaches to providing customer value through content....Katy is also an excellent team member who collaborates well in her own team as well as with internal partners, stakeholders, decision-makers, and management. She is honest, open, and engaging. Additionally she knows how to help any team she works on be successful. I recommend her highly.*
--Pamela Janello, CONTENT PUBLISHING MANAGER
- *Katy was a great manager. She was high-energy and demanding in the best possible way, always expecting me to perform at the top of my game while providing strong support.... She managed to create a sense of team that I've seldom worked with, not just on the tasks in front of us, but also a connection to the larger group. I was continually impressed by her energy and creative zeal. Her [individual] work assignments always seemed to be unique projects that she had to shape and drive without a lot of tradition to rely on, and I never saw her hesitate for a moment to climb another new mountain. Impressive lady, Katy Koenen. Smart, hardworking, and seriously fun.*
--Becky Montgomery, TECHNICAL WRITER

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- Empowered employees and provided opportunities for their career growth.

Technical Writer Highlights

- Successfully delivered technical content for a wide variety of audiences, including developers, OEMs, mobile operators, and consumers. Provided monthly updates for logo-certification requirements and the associated verification tests for the Windows Mobile operating system, thus reducing OEM time-to-market, and increasing revenue for the Windows Mobile Communications Business unit.
- Collaborated with research, design, and ethnographer PMs to improve consumer customer satisfaction by analyzing and synthesizing call-driver data from several mobile operators and OEMs to improve user experience, decrease support overhead, and reduce the number of device returns.
- Proactively improved content based on direct engagement with customers and partners.
- Researched and tested product functionality to create and deliver OEM, IT Professional, Software Development Kit (SDK) and End User content for several v1 products, including the Server Appliance Kit, the Windows Powered Smart Display, and the Portable Media Center, among others.

PROGRAMMING WRITER, VOLT SERVICES

REDMOND, WA

1999 - 2000

- Wrote online Help for eMbedded Visual Basic® 3.0, which shipped April 2000.
- Developed code samples for eMbedded Visual Basic 3.0 online Help documentation.

COMMUNITY REINVESTMENT ANALYST, WASHINGTON MUTUAL

SEATTLE, WA

1998

- Analyzed mortgage lending patterns in California and Florida to ensure Washington Mutual was in compliance with the Community Reinvestment Act.

EXECUTIVE ASSISTANT, WM LIFE INSURANCE CO.

SEATTLE, WA

1995-1997

- Increased efficiency of policy-generation process by 50%.
- Created database system to replace manual tracking of policy death claims resulting in a 20% improvement in the productivity of the Claims department.

ADJUNCT PROFESSOR, SEATTLE UNIVERSITY

SEATTLE, WA

1994 - 1995

- Designed, developed, and taught writing courses for a variety of proficiency levels. Courses emphasized critical reading and thinking skills integral to good writing
- Established and prepared an environment conducive to learning for students of diverse ages, ethnic backgrounds, and cultures.

Education & Certifications

- Master of Arts, English Colorado State University
- University of Washington Extension
 - Project Management Certificate
 - Basic Network Technologies
- Bachelor of Arts, English; Cum Laude University of Washington
- Honors Program (Great Books/Interdisciplinary focus) Seattle University

Affiliations

- Project Management Institute 2008 - Present
- Society for Technical Communication 2006 - Present

○ *I worked for nearly a year as a contract technical writer on the Microsoft Corp. Windows CE & Windows Mobile team. During that time Katy was my immediate on-site manager. She met with me weekly, providing me with positive feedback on my work and helpful suggestions as needed to enable me to improve my work. Having Katy as my manager was one of my best experiences as a contractor at Microsoft."*

--Joel Davis, TECHNICAL WRITER

○ *Katy is a pleasure to work with and has been a great mentor to me over the last few years. She takes the time to understand your questions and provide detailed feedback and suggestions. She is a wonderful resource and a strong team player.*

--Theresa Mosier, Software Development Engineer

○ *Katy is a dedicated, enthusiastic, and customer-oriented technical content publisher and writer. She develops deep technical knowledge of the areas she owns, and is able to easily forge positive and productive work relationships cross group. She has a laser-sharp customer focus, and has great passion in getting the customer the content they both need and desire. She takes deadlines very seriously and I have never seen her miss one. A fringe benefit to all of the above is that Katy is also a happy, funny, witty, highly intelligent individual with a huge heart*

--Grant Thornley, Sr. Content Project Manager

○ *Katy is a focused, determined, and dedicated contributor or manager. When I worked for her writing team as their editor, she provided clear direction to all of us.... Her involvement enabled her to provide excellent insight and leadership on the projects we worked on. I highly recommend Katy because of her dedication, technical skills and aptitude, and her abilities to successfully interact with all types of people*

--Randy Weight, Technical Editor