

Bruce Hagen, PMP

145 Grevillia Drive, Petaluma CA 94952-6111

707-338-7363

brucehagen.pm@gmail.com

Objective: Leading teams to create great technology products and services.

Profile

- Fifteen years of success in leading mission-critical software and hardware programs for start-ups and Fortune 500s, in IT, web, consumer electronics, and telecom.
- Innovation in driving business process re-engineering, change management, Agile methods.
- Rich history of computer/network tech, collaborative problem solving, communications.
- US Senate Legislative Assistant, shepherded 3 bills into federal law: solar tax credits, reforestation incentives, and sanctions that prevented sperm whale extinction.
- Founded and led community groups to provide affordable food, transportation, recreation.
- Creative and enthusiastic leadership for dozens of diverse teams!

Professional Experience

SENIOR PROGRAM MANAGER, Gracenote / Sony, Emeryville CA July 2006 - Nov 2010

Managed cross-functional scrum and waterfall teams creating B2B and customer-facing consumer electronics software and content for fast-growing digital entertainment company. Implemented MS Project Server, Jira. Developed PMO governance standards and tools.

- Managed the development of industry's first algorithmic music mood identification tech.
- Championed the introduction of Agile/scrum, adopted for most Gracenote projects.

SENIOR PROGRAM MANAGER, AFC / Tellabs, Petaluma CA February 1998 - May 2006

Managed cross-functional teams accountable for development of telecommunications hardware & software in fast-growing start-up. Planned and implemented multiple simultaneous projects. Led process improvement teams, including CMMI. Guided implementation of resource and portfolio management tools. Provided project management training. Managed IT projects, created business data architecture.

- Lead 100+ person team in \$10 million project developing ADSL technology for SBC. This was AFC's first major product released on schedule, opening a major new market.
- Created the Evo(lution) award for IT service innovation, presented monthly for six years.

PROGRAM DIRECTOR / PROJECT MANAGER / TECH LEAD, PG&E, SF CA 1990 - 1998

Provided IT program services for internal clients. Supervised/mentored project managers with projects from \$50k- 5 million. Developed, managed contracts. Desktop and network support.

- Developed new approach for server platform, saving \$1 million in hardware and training.
- Achieved 50% reduction in enterprise software rollout costs via process re-engineering.
- Reduced cycle time for approval of major software (AutoCAD) contract, saving \$800k.

Professional Certifications and Technical Skills

- Project Management Professional (PMP®), Project Management Institute.
- Scrum Master, member of Bay Agile Project Leadership Network.
- Proficient with MS Project Professional, Project Server /Project Web Access, Jira.
- Proficient with MS Office Suite, including Excel, Word, PowerPoint, Visio.
- Familiar with XML, HTML, CSS.

Education

Bachelor of Arts, Environmental Studies, UC Santa Barbara

Interdisciplinary program for physical, biological, and social sciences. Integrative thinking.

Relevant Post-Graduation Training [classroom hours]:

Scrum Master [40]; MS Project Server [40]; Consultant Skills [40]; “Mini-MBA” [80]; Collaborative Problem Solving [40]; Positive Negotiations and Influence [40]

Leadership and Teamwork in Community Service

Initiation, leadership, project management, strategic planning, public relations, marketing, grassroots organizing, website development and graphic design (years of service).

- **Boards and Commissions:** Petaluma Parks and Rec Commission (8 years); Petaluma Pedestrian and Bicycle Advisory Commission (5); Sonoma County Cultural Arts Council (3)
- **Youth, Ecology, Food:** Petaluma Phoenix (teen) Center, Inc (Board 6, President 3); COTS Children’s Haven: harmonica lessons to homeless kids (11) ; Isla Vista Food Coop, Inc: Co-founder, VP (2); Petaluma Green Lane: supporting practical bicycling (5); Friends of Lafferty Park (8); Sustainable Petaluma Network (3); McNear Park Community Garden (5); Grant School Site Council: started school garden program (2)
- **Journalism:** Bi-weekly columnist for Petaluma Argus Courier (10 years, over 240 columns)