

Bruce Hagen, PMP

145 Grevillia Drive, Petaluma CA 94952-6111 brucehagen.pm@gmail.com Mobile: (707) 338-7363 Home: (707) 763-4577

Summary

Project Management Professional skilled in starting and leading high-performance teams in technical endeavours; in managing complex/multiple projects; in systems analysis, group problem-solving, and process development/re-engineering; and in integrating divergent disciplines and interests. Superb leadership, planning, organizational, and communication skills. Enjoy working in multiple roles, from strategic to technical. An innovator and change-agent, excelling in new enterprises.

Professional Experience

Gracenote

SENIOR PROGRAM MANAGER

May 2006 - Nov 2010

Managed cross-functional teams creating customer-facing consumer electronics software and content for leading edge digital entertainment company, from requirements definition thru testing and release. Managed development and support of back-end systems. Implemented and supported MS Project Server, Jira/Greenhopper and Scrum, including preparation and execution of test plan/cases for customizations.

- Managed the development and first release of music mood identification technology.
- Developed simple and low-cost alternative for project data management.

Advanced Fibre Communications / Tellabs, 1998- 2006

SENIOR PROGRAM MANAGER

August 1999 - May 2006

Managed cross-functional teams accountable for successful development and release of telecommunications hardware & software. Planned and implemented multiple simultaneous product release projects. Led process improvement teams. Provided project management training.

- Received PACE award for leading 100+ person team in \$10 million project to develop and release System 7.1 for SBC, AFC's first major product released on schedule.
- Managed an action-item register for SBC engagement, contributing to first product approval by a Baby Bell.
- Led Software Improvement Tiger Team, reducing costs and improving quality of software releases.
- Initiated and led Eco AFC team -- Project "Watt Swat" reduced electric bill \$100,000 in first year.
- Founded the FibreCats, a rock band that raised morale and rallied project teams toward their goals.

PROGRAM MANAGER

February 1998 - August 1999

Managed Information Technology Services improvements supporting AFC's business. Researched and drafted business data architecture design.

- Managed the conversion of 800 employees worldwide from CCMail to Outlook 98.
- Pioneered use of network conferencing for collaboration with remote offices.
- Created the Evo(lution) award to recognize employee achievements, given out monthly for six years.

Pacific Gas & Electric, 1980- 1998

IT PROGRAM DIRECTOR / ENGAGEMENT MANAGER / PROJECT MANAGER

1994-1998

Provided IT SW and infrastructure program and engagement management services for internal clients in electric distribution business unit. Supervised/mentored a dozen project managers with projects from \$50k- 5 million. Resolved disputes between company divisions. Developed, managed contracts. Created and implemented a standardized process for enterprise-wide application rollouts.

- Successfully pursued the substitution of Microsoft NT workstations for UNIX workstations in a \$5 million project, which saved over \$1 million in hardware and training costs.
- Reduced cycle time for approval of major software (AutoCAD) contract, saving \$800k.
- Awarded special recognition for 50% reduction in software rollout costs via process reengineering.

NETWORK SUPPORT TEAM LEAD/ NETWORK SPECIALIST **1990-1994**
Supervised team of Network/PC Analysts serving 1,400 clients at a dozen dispersed locations. Performed technical desktop, server, and IP network HW and SW support.

NEW BUSINESS PROJECT LEAD **1987-1990**
Managed small line extension engineering and construction projects.
• 100% of surveyed customers “satisfied or very satisfied” in 1990.

COMMUNITY RELATIONS REPRESENTATIVE **1986-1987**
Managed projects supporting energy services for seniors, low income households.

MARKETING PLANNER **1980-1986**
Provided program development for new residential energy services. Designed and evaluated market research. Led focus groups and re-engineering teams. Supported PUC rate case applications.
• Championed development of a “do-it-yourself” energy audit, saving over \$1 million/year.

United States Senate

LEGISLATIVE ASSISTANT **1978-1980**
Managed environmental legislation, constituent and media communications.
• Shepherded three bills into federal law, including solar energy tax credits, and the Packwood-Magnuson Amendment sanctions on outlaw whaling, which prevented extinction of the sperm whale.

Professional Certifications and Technical Skills

- Project Management Professional (PMP®), Project Management Institute
- Proficient with MS Project Professional, Project Server /Project Web Access, Jira.
- Proficient with MS Office Suite, especially Excel and Word.
- Familiar with XML, HTML, CSS.

Education

Bachelor of Arts, Environmental Studies, UC Santa Barbara. **December 1974**
Interdisciplinary program covering physical, biological, and social sciences.

Post-Graduation Business Training [classroom hours]: Project Management [100]; Consultant Skills [40]; Conceptual Selling [8]; Business Finance/Leadership [80 hour “mini-MBA” program]; Supervision [30]; Meeting Facilitation, Collaborative Problem Solving [40]; Positive Negotiations and Influence [40]; Training Public Speakers [24]; Accounting [32]; Microsoft Project, Project Server [40], Scrum Master [40].

Community Service

Leadership, strategic planning, public relations, marketing, grassroots organizing, and website design, development, and maintenance, through several thousand hours volunteer work spanning four decades.

- **Boards and Commissions:** Petaluma Recreation, Music and Parks Commission (1997-2004); Petaluma Pedestrian and Bicycle Advisory Commission (1999-2004); Sonoma County Cultural Arts Council (1997-99); Petaluma General Plan Citizens Committee (1984).
- **Not for Profit volunteerism:** Petaluma Phoenix Center (since 2005, President since 2008); COTS Children’s Haven program (1995-2006); Boys and Girls Club, CYO Basketball coach (7 seasons); Isla Vista Food Cooperative (Co-founder, VP, 1974-75).
- **Education volunteerism:** Grant School Site Council (1989-90); Beyond War Foundation (1983-87); Junior Achievement (1982).
- **Environmental volunteerism:** Petaluma Green Lane (founder, 2004); Friends of Lafferty Park (since 1995); Sustainable Petaluma Network (1999-2003); Environmental restoration projects (dozens of days); U.C. Irvine Ecology Action (1971-72); Gilroy High Bicycle Club; Hunger Walk (1970).
- **Journalism:** Bi-weekly columnist for Petaluma Argus Courier (since 1999), over 240 columns published.