Annette Beatty, MBA, ITIL

Senior Manager of Enterprise Software Development

Transforming IT Organizations • Leveraging Partnerships • Building Scalable Technology

EXECUTIVE SUMMARY

A Senior Manager of Enterprise Software Development with a progressive history in improving software approaches at Intuit, Qualcomm and Sun Microsystems. Expertise in managing global development managers / teams, delivering enterprise systems, working with UNIX / LINUX and integrating technology with scalable business solutions while managing complex IT initiatives. Built an organization from eight individual site silos to a single, unified department at Qualcomm. Earned an MBA and a Bachelor of Science in Computer Information.

CORE COMPETENCIES

• Business Performance	• Optimizing Customer Experience	• Tactical Execution
• Multi-Departmental Collaboration	• Complex Technology Projects	• Strategic Planning
• Resource Analysis / Acquisition	• Project Management	• Scrum Management

PROFESSIONAL EXPERIENCE

INTUIT INCORPORATED   San Diego, CA
A developer and seller of financial, accounting and tax preparation software and related services generating revenues of $365 million.

Development Manager 3, EBS – Next Gen Billing Platform   2015 - Present
Manage multiple scrum teams with disparate software assignments for an on-schedule delivery of a service-oriented architecture billing platform.

- 54% velocity increase in less than 12 months achieved by driving multiple teams to achieve objectives.
- 18% improvement in single-sprint point count realized by inspiring a high-performing team environment where two teams achieved record-breaking results.

Development Manager 3, EBS – Finance Payments & Services   2013 – 2015
Directed an integration software development team that centralized finance payments / services applications including payment gateways, global sales tax, restricted party screening, tax exemption, PCI and direct debit.

- Transitioned the organization from siloed single ownership of applications to a broad depth in all services.
- Boosted organizational effectiveness and improved employee engagement scores by shifting resources to better matching positions and bringing in strong, qualified talent.

Senior Manager, Service Delivery   2011 – 2013
Delivered infrastructure platforms for various application deployments in a timely and collaborative manner through the insightful management of four departments.

- 3,500+ systems and more than 250 applications managed by transforming a dysfunctional organization of system and database administrators into cohesive, high-performing teams.
- Raised employee engagement scores each year by applying effective change management techniques.
- Prepared for working with new cloud specialty-based infrastructures by creating a visionary departmental organizational structure.
- Positioned the service delivery organization advantageously by establishing the appropriate departmental roles, processes and procedures.

QUALCOMM INCORPORATED   San Diego, CA
A designer and marketer of wireless telecommunications products and service producing revenues of $5.3 billion.
Engineering IT Staff Manager – 3rd Line   2009 – 2011
Oversaw US and India systems administration / customer service operations department handling 15,000 systems.

- Built the organization from eight individual site silos to a single, unified department by establishing common goals / mission and motivating staff to achieve exceptional results.
- Collaborated with engineering VPs / senior staff to forge strong relationships and design the engineering computer operations organizational strategy aligned to customer needs.
- Developed a dynamic standard communications vehicle for engineering senior management that translated IT metrics and deliverables into true customer value.
- Assembled a strong offshore team and implemented a smooth process / workflow for managing operations on a global level by successfully blending India and US workplace cultures.

Corporate IT Staff Manager – 3rd Line   2006 – 2009

Led the managed systems administration department in delivering a UNIX / Linux and Windows infrastructure of more than 7,000 heterogeneous servers to corporate entities.

- 20% increase in productivity attained by introducing a new staff program that provided dedicated blocks of time for development and ticket work.
- Instilled an innovative cultural mindset by running the department like an independent company that delivered services to Qualcomm.

Corporate IT Staff Manager – 1st Line   2005 – 2006

Managed UNIX systems administration staff. Transitioned department toward a team culture.

SUN MICROSYSTEMS COMPUTER CORPORATION   San Diego, CA

A seller of computers, computer components, software / information technology services and creator the Java programming language, the Solaris operating system and the Network File System (NFS).

Professional Services Engagement Manager   2003 – 2005

Administered professional services technical resources that worked with Fortune 500 accounts.

- Coordinated sales engagements between Sun and the customer that included project scoping, statement of work crafting, staff sourcing and project management.

Senior Systems Engineer   2000 – 2003

Engineered systems architecture solutions that included the appropriate software, systems and storage to address customer needs.

- Drove diverse teams toward common goals, set milestones and managed to challenging timelines for proposal deliveries; managed customer relationships.

CTE Engineer   1998 – 2000

Developed solutions for escalated technical issues on the high-end, mission-critical 64-CPU E10000 server while providing vital third tier backline support for down systems.

- Designed and delivered an advanced level training class on the E10000 server for the service staff.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Business Administration, University of California at San Diego

Bachelor of Science in Computer Information, Coleman College

CERTIFICATIONS

- Code Boot Camp – University of California, San Diego Extension
- ITIL Service Management Foundation Level Certification

PROFESSIONAL PRESENTATIONS

- Transforming Organizations- From the Perspective of a Technical Mind, Gartner Data Center Conference, December 2013, Grace Hopper Conference, October 2015
- Cultural Transformation- From Lone Wolf to Cohesive Team, Gartner IT Infrastructure Operations & Management Summit, June 2010
- Linux: A Pragmatist's Point of View, LinuxWorld, June 2007; CIO Symposium, August 2007

PATENTS

- Wireless Convergence Platform - Patent Pending #12/576,496