

Global Pragmatica LLC

JMP SCRIPTING • FACILITATION • L10N • PROGRAM MANAGEMENT

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A certified Project Management Professional (PMP) with 23 years experience in a variety of management, technical, and leadership positions. Strengths include:

- Expert programmer in and instructor of JMP Scripting Language (JSL)
- Extensive experience in quality assurance, documentation, localization, project and program management, and business management
- Diverse facilitative leadership experience
- Proven program management skills

EDUCATION

1988, Northwestern University, Evanston, IL. Master of Music *summa cum laude*, horn performance and literature.

1987, St. Olaf College, Northfield, MN. Bachelor of Music *magna cum laude*, majors in horn performance, music history, and mathematics.

EXPERIENCE

Principal Pragmatist, Global Pragmatica LLC, Oakland, CA. 2008–Present

Facilitative leadership and consulting services, with domain expertise in globalization, internationalization, localization, and software development project and program management. Recent clients include PELCO by Schneider Electric, ENLASO, and BG Communications International.

Sample engagements:

- Chaired a two-day thought-leader seminar, responsible for building group cohesion, leading discussions, emceeding presentations, and ensuring success for all participants and sponsors.
- Facilitated a two-day, forty-five member cross-departmental committee meeting to strategize and plan a complete corporate web redesign project. Led a skeptical group from brainstorming to a purpose statement and a timeline with assignments and enthusiastic commitments.
- Helped plan an innovative service offering and write an RFP for a medium-sized translation agency pursuing a major multilingual contract with a world leader in commercial software.

Senior Consultant, Predictum Inc., Austin, TX. 2008–Present

Consulting and JSL-based tool development. Program manager. Recent clients include The Goodyear Tire & Rubber Company (Akron, OH), SAS Institute (Cary, NC), Procter & Gamble (Cincinnati, OH).

Develop a variety of analytical applications using JSL. These applications range from simple, readily-developed and -implemented to powerful, abstract applications that anticipate and automatically respond to changes in the data. The objective for each script is to maximize usability and insights while minimizing the need for maintenance. As program manager I not only write code but also manage client relationships, track requirements, and coordinate teamwork.

Sample JSL Projects:

- A virtual laboratory that allows users to model materials and analyze predicted test properties using JMP's exploratory graphics and SAS's statistical modeling in an approachable single-window interface. Virtual material creation and testing enables researchers to simulate time-consuming, expensive experiments in minutes with zero material, labor, and opportunity costs. Client: multinational chemical manufacturing company.
- A novice-friendly interface for importing SAS datasets and associated SAS program files into JMP using JSL's text-processing capabilities. Client: multinational consumer products company.
- A virtual laboratory for optimizing and scaling mixture operations and visually exploring modeled mixture parameters in a flexible, single-window workflow that makes complex analytics approachable to production operators and physical chemists alike. Client: multinational consumer products company.

SAS Institute, Cary, NC

Sr. International Program Manager. 2007-08

International Program Manager. 2005-07

Localization Project Manager. 2001-05

Was responsible for all outsourced R&D work (chiefly localization) and also internal R&D project management, reporting to Director of Software R&D. Determined new target markets and localization projects in partnership with Sales & Marketing management. Built JMP localization program, including conversions to Unicode and XLIFF. Delivered five major localized software releases (end-user statistical and graphic analysis application on Mac, Windows, and Linux) and numerous ancillary projects, most recently in six languages, was always on-time and on-budget, handled all aspects of project and program management. Managed two direct reports and virtual, distributed teams with colleagues in North Carolina, vendors in the US and abroad, and translation and review teams in France, Germany, Italy, Japan, Korea, and China. Served on corporate terminology management steering committee.

Technical Writer. 1997-2001

Completed StatView version 5 documentation and was ad hoc product manager for StatView release and rollout upon acquisition by SAS. Wrote highly regarded *JMP Scripting Guide* version 4. Converted docs and help from Microsoft Word and RoboHelp to single-source FrameMaker and Web Works Publisher system.

Abacus Concepts

Documentation and Localization Manager. 1994-97

Produced all major technical publications for Abacus Concepts products including StatView, SuperANOVA, and MacSpin.

SYSTAT

Quality Assurance Manager. 1991-94

Lead technical writer. 1988-91.

Built and managed department responsible for Quality Assurance of statistical analysis and scientific graphics software. Developed numerical validation and performance test plans for DOS, Windows, and Mac products targeted to markets ranging from students to business users to research professionals. Coordinated beta-testing and product release. Chaired the interface design committee. Reported to Vice President/General Manager and assisted V.P./G.M. in project management.

Lead technical writer in charge of all major publications produced by SYSTAT. Wrote, designed, and illustrated several books. Led acclaimed revision of four-volume user manual sets for upgrade versions of professional-level statistics and graphics packages for Mac and DOS. Reported to Director of R&D.

COMPUTER EXPERIENCE

Operating Systems: Mac OS X, OS 8–9, and Systems 4–6; Windows 3.1, NT, 2000, XP Pro; Linux SuSE, Red Hat, Fedora, and ubuntu; Unix BSD and Darwin

Languages: JMP Scripting Language, TeX and LaTeX

Statistical Software Packages: JMP, SAS, StatView, SYSTAT

Extensive experience with a wide variety of software for authoring, content management, publication, typography, translation memory, and project management

PROFESSIONAL AFFILIATIONS AND SERVICE

Member, Project Management Institute. PMP certification since 2004.

Member, American Federation of Musicians, Local 6. Freelance hornist with numerous SF Bay Area orchestras, chamber ensembles, opera companies, and dance organizations.

Brass coach, Oakland Youth Orchestra, Young People's Symphony Orchestra.

BOOKS

Principal author, *JMP Scripting Guide*, JMP version 4. 2000. Cary, NC: SAS Institute, 2000.

Revised *StatView User's Guide*, *StatView Reference*, StatView version 5. Berkeley, CA: 1997.

Author, *Using StatView Formulas*, StatView version 4. Berkeley, CA: 1995.

Revised four-volumes of documentation for SYSTAT 5. Evanston, IL: 1991.

Author, user documentation, FASTAT version 1. Evanston, IL: 1988.

Author and/or editor of a wide variety of software introductions and references for the St. Olaf College Academic Computing Center and the Northwestern University Computer Music Studio.

ARTICLES AND PRESENTATIONS

[“Getting Started in Localization Project Management,”](#) Localization World, San Jose, October 2009.

“VirtLab: JMP® and SAS® are Complementary Components of a Virtual Laboratory”, JMP Discovery Conference, Chicago, September 2009.

“Advanced JSL: Associative Arrays,” JMP Discovery Conference, Chicago, September 2009.

“Advanced JSL: Regular Expressions,” JMP Discovery Conference, Chicago, September 2009.

[“Some advice on vendor selection,”](#) McElroy Translation newsletter, 2009.

[“Getting Started: Localization Program Management,”](#) ENLASO newsletter, January 2009.

Columnist, [Multilingual magazine](#) since summer 2008.

“Point/Counterpoint: Two Approaches to Project Management” with Tina Cargile (McElroy Translations) and Beatriz Bonnet (SYNTES), TranslationWorld, Montreal, March 2008.

“64-Bit JMP for Linux,” Linux Journal: Issue 149, Sep. 2006, p.82–85.

“Edward Tufte Book Review: Lessons for StatView Data Analysts from the Challenge Disaster,” white paper published by Abacus Concepts and SAS Institute, 1997–98.

AUTHORED COURSES

“StatView Software: Introduction to Data Analysis using StatView” co-author, SAS Institute.