

# Amy Goodman

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## Technology Manager – Project Manager – User Experience Enthusiast

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Creative and innovative professional with several years of diverse and comprehensive work experience, most recently as a Technology Manager. Natural aptitude in areas of leadership, communication and training. Intuitive balanced perspective, ability to integrate both the strategic big picture as well as attention to logistical details. Educated, experienced and interested in User Experience design, Agile Project Management and Internet technologies.

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## PROFESSIONAL EXPERIENCE

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### **Technology and Development Manager • Powells.com**

*Portland, OR • August 2009 – Current*

- Lead and grow the technology team and web designers who build, implement and maintain a world-class ecommerce website.
- Manage day-to-day priorities, assignments and tracking of development and IT resources.
- Work independently and within management teams on business and strategic planning.
- Identify process improvements and solutions to problems.
- Champion change and effectively manage implementation of new ideas and technologies.
- Establish & maintain effective working relationships and clear lines of communication throughout the organization.
- Develop, implement and maintain sound business practices and strategic objectives.
- Provide leadership, guidance, and expertise in all aspects of a project cycle.
- Manage day-to-day operational aspects of project resources, deadlines, schedules and scope.
- Supervise development team; including writing and presenting performance reviews and interviewing and hiring team members.
- Consistently seek and participate in development and leadership opportunities beyond the job requirements.
- Mentor those with less experience through formal and informal channels.

### **Technical Project Manager / Business Analyst • Powells.com**

*Portland, OR • July 2001 – August 2009*

- Design, develop, test, and implement new programs and processes for internal operations.
- Track and prioritize programming requests from users.
- Coordinate and deliver training on new applications.
- Oversee implementation of new systems to support back-end operations.
- Support and solicit input and feedback at all levels of the organization.
- Outline and document project direction, structure, operational process and technical requirements.
- Develop functional and system design specifications for development team.
- Create and maintain documentation for applications, including the internal operations manual.
- Create reports and tools for different user bases, including management, operations, accounting & retail stores.
- Maintain a key role in training staff and handling complex problems to resolution.
- Maintain thorough understanding of our accounting systems and utilize that information in planning new systems.
- Continually evaluate and redesign operational process and technical tools to maximize usability & efficiency.
- Organize and coordinate staff meetings to maintain communication in regard to user requirements and issues.

*Previous positions within Powells.com from July 1999 – July 2001 included Accounting Specialist and Customer Service Representative.*

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**Senior Sales Supervisor • OMSI Science Store**

*Portland, OR • July 1998 – May 1999*

- Managed retail floor staff.
- Trained & supervised sales associates in customer service, merchandising and cash register operations.
- Completed several product reference guides and other innovative refinements.
- Responsible for opening & closing the store ensuring completion and accuracy of daily paperwork and cash deposits.
- Acted as assistant buyer, specifically in the book department.
- Assembled quick reference guides to technical products (telescopes, binoculars, microscopes, etc.).
- Created an in depth training manual facilitating demands of rapid and thorough training and maintenance, including an annotated version for trainers and a quick reference for employees.

**Human Resources & Operations Manager • Barnes & Noble**

*Salt Lake City, UT • May 1996 – February 1998*

- Managed staff of approximately 40 people in high volume bookstore.
- Responsible for recruiting, interviewing, hiring and training staff.
- Trained & supervised head cashier and conducted daily audits on cash receipts to verify accuracy and minimize loss.
- Organized quarterly returns; including generating lists, pulling, sorting, packaging and returning books on tight deadlines.
- Generated purchase orders for books based on sales history, budget, media projections and customer requests.
- Also purchased merchandise in the gift & specialty departments from sales representatives.
- Created & maintained schedules based on a very rigid payroll percentage of sales projections.
- Trained & supervised receiving operations ensuring timeliness and accuracy of incoming & outgoing inventory.
- Trained & supervised special order department ensuring effective use of book distributors and publishers to meet our customer's needs.
- Managed store office, including ordering supplies and maintaining organizational structure.
- Generated and evaluated reports including profit & loss statements, sales history & projections, payroll budget and operational costs.
- Developed highly innovative interviewing & hiring program ensuring the highest quality employees and reducing high turnover rate inherent to retail business.
- Created outlines and reference sheets for cash reconciliation tasks to facilitate in training and consistency, resulting in a vast improvement of financial accuracy and efficiency among the staff.

**Advertising Manager • Cache Valley Horseman**

*Logan, UT • May 1995 – May 1996*

- Created and administered yearly advertising budget and strategy.
- Administered payroll, accounts payable/receivable (calculating and taking advantage of payment discounts).
- Purchased merchandise at market and regular visits from sales representatives.
- Maintained stockroom & office structure.
- Received, priced and managed daily shipments of incoming inventory.
- Responsible for returning damaged and defective merchandise.
- Conducted regular cycle counts and managed yearly inventory operations.
- Maintained inventory database for entire store.
- Created separate monthly reports for vendors, departments and overall sales goals.
- Wrote and directed a television advertisement for the store.
- Implemented and carried out extensive recycling program.

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## ADDITIONAL EXPERIENCE

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### Volunteer

#### SOAR (Sponsors Organized to Assist Refugees)

Portland, OR • 1999-2002

Worked as a volunteer with Cuban families to help them assimilate into their new surroundings. We would meet on a weekly basis to practice English, look for jobs, shop, cook, laugh, etc.

#### Literacy in Action

Salt Lake City, UT • 1996-1998

Worked with adults to teach them basic reading skills. The people I worked with were typically in the program as a court mandate.

### Producer, Director, Videographer, Editor

#### Weekend Shorts

Portland, OR • 2004-2006

Founded and managed an independent video production group. Our group would meet on a regular basis to plan for our monthly projects. We made one short movie each month over a weekend.

#### Cinematic Evidence

Portland, OR • 2002-Current

My own production company with a focus on personal documentaries. I produce, film, and edit personal footage for a variety of events and occasions.

### Theater Manager

#### Sundance Film Festival

Park City Utah • 1995-2001

Worked at the Sundance film festival for several years in various positions, including box office and theater management.

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## EDUCATION AND TECHNICAL PROFICIENCIES

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#### Utah State University; Logan, UT

Bachelor of Science in Political Science, 1994  
Minors in Photography and Philosophy

#### American University; Aix-en-Provence, France

Political Science  
French conversation

#### Additional Coursework in:

Project Management (*Project Management Certificate from PSU*)  
Technical Writing  
Graphic Design  
Spanish Conversation  
Drawing  
Photography  
Filmmaking  
SQL

#### Technical Proficiencies include:

Adobe Photoshop  
Adobe Premiere Pro  
Final Cut Pro  
MySQL  
Microsoft Office / Open Office  
Microsoft Project  
Visio  
Google Analytics  
HTML & CSS  
Wordpress (Implementation, design & development)