

# JESSICA JUNE TEETER

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## SUMMARY OF QUALIFICATIONS

- Dedicated team player with over 9 years editorial and project management experience, accustomed to a high-pressure, fast-paced environment.
- Experience leading teams of engineers, designers, writers, and QA to deliver projects on schedule and on budget.
- Technical experience: HTML, XML, CSS, SQL, Microsoft Office suite, Microsoft Project Server, Visio, Oracle (order management, service contracts, and inventory modules), Millennium ILS, CVS, Perforce.

## EXPERIENCE

### **Santa Cruz Public Library**

Technical Services Intern

Fall 2008

Classify and publish local history postcards collection to the web, catalog newspaper articles, assist with library site redesign.

### **Innovative Interfaces, Inc.**

Product Management Intern

Spring 2008

Assist PM team with creation of requirements documents, market research, and testing; act as liaison with CRM development team.

### **VMware**

Senior Web Producer

2006 – 2007

Responsible for maintenance of beta and download areas of the web site, including creation of new content, layout, and design elements.

- Work with client group, peers and management team to define technical and business requirements, budget, benefit analysis, and cost justification for projects
- Participated in development, testing, and release of a major site re-skin
- Scoping development specifications for new web projects, including information architecture, navigation, coding, usability, and QA

Senior Project Manager and Business Analyst

2004 – 2006

Manage both short and long term web and IT projects from initial problem statement through solution design, development, testing, and release. Work closely with requesting departments to develop comprehensive requirement documentation, with development teams to design solutions to meet those requirements, and with QA to develop accurate test plans.

- Coordinate all dynamic web site efforts related to the VMware ACE, Workstation, and VMTN product lines, including product launch, online sales, product downloads, and ongoing maintenance
- Oversee initial implementation of EDI order system
- Participate in development of customer profile management program, and responsible for implementation and management of the program for 3 internal departments
- Core team member of project to drive replacement of home grown order system with Oracle Order Management, with responsibilities including initial discovery investigation, requirements gathering and documentation, development coordination, customer workshops, and customer training
- Create and maintain historical documentation and process library

Web QA Engineer

2000 – 2004

Performed quality assurance and release coordination for all dynamic portions of the VMware web site, including the external store, internal ordering system, customer support, product evaluations, and downloads. Maintained release schedule, tested site functionality, engineered release builds. Managed and trained additional QA staff. Worked closely with Marketing and web development teams to ensure consistent online presence.

- Led QA effort for moving the web store from ColdFusion to a Weblogic-based JSP system
- Collaborated with Marketing to test and release two major site redesigns
- Oversaw the release of six new product lines to the internal and external web stores

### **HomeWarehouse.com**

Associate Producer

1999 – 2000

Worked with Design, Engineering, Business Development, Merchandising and Marketing departments to create and produce content for company web site, partnerships, and advertising needs. Developed and maintained production schedules while managing writers, editors, designers, knowledge sources and engineers in the production of animated and illustrated content.

- Collaborated with cross-functional teams to develop requisition and tracking systems for content production, in-house ordering of merchandise, and production studio resources
- Worked with web design team to integrate content and features into site
- Assisted Business Development on 14 different partner accounts, including the creation of 5 mini-sites and the HomeWarehouse.com Finance Center
- Scheduled and produced 13 Flash animated How To projects, along with various other content pieces

Assistant Producer

1999

Researched, wrote, and produced consumer content. Edited catalog descriptions and marketing copy. Assisted with image processing and general QA of the catalog and web site.

- Assisted in development of prototypes for consumer content
- Participated in pre-launch catalog sweep to edit and improve over 15,000 SKU descriptions

### **Books That Work, a subsidiary of Sierra Online**

Content Coordinator

1998 - 1999

Researched and edited product content; composed and edited product text. Trained and supervised contractors and temporary employees. Wrote and edited internal documentation. Managed, maintained, and troubleshooted two Access databases (1500 records).

- Designed and created sample home and garden files for two product suites
- Contributed to user interface by architecting toolbars for Sierra Home Architect
- Conducted and documented user testing for a children's software product
- Improved preliminary product testing processes to improve QA efficiency

## EDUCATION & TRAINING

Santa Clara University  
Bachelor of Arts in English  
Bachelor of Arts in Theatre and Dance  
1996

San Jose State University  
Master of Library and Information Science  
2009