

Catya Belfer

A terrific leader for IT & software programs, projects and teams, with a unique combination of soft skills and technical literacy. Professional, vibrant and enthusiastically organized.

Experienced and comfortable in Waterfall (PMP), Agile (CSM) & everything in between.

Professional Experience

Cartera Commerce / Ebates/ Rakuten
Director, Program Management
Senior Program Manager

March 2014 – Present
July 2016 – Present
March 2014 – June 2016

Director of the Price Tracking program, including full product responsibility, management of major projects and of the program for one of our largest clients, technical escalations, analytics, internal resource negotiations, and other customer work. Agile Product Owner for a team distributed between MA and the Ukraine & Scrum Master for a local team. Manager of the relationship with our offshore development partner. Major driver for improving our Agile practice, especially as related to the deadline sensitivity of external customers.

Team of the Month, 2015

Principal Project Manager, Chitika

August 2012 – January 2014

Managed all projects and other work for the Software Engineering & Web Development department. Improved work tracking company-wide by piloting and rolling out JIRA. Worked with Product Management to roll out Agile Scrum. Ensured on time completion of projects in other departments, including a data center move and a website redesign with Marketing. Coached and mentored two entry level project managers.

*"Get Sh*t Done" award from the CEO, 2013*

Project Manager, Monster.com

February 2011 – August 2012

Delivered global web projects on time using both Agile and Waterfall methodologies. Assisted in rolling out Agile Scrum and acted as Scrum Master for multiple work streams. Managed distributed cross-functional project teams across North America, Europe and Malaysia. Active in process improvement and tool creation for the PMO.

IT Project Manager, Babson College

1-year Academic funding, January 2010 – February 2011

Handled large IT projects, including the college website redesign, implementation of new software for student groups and co-curricular transcripts, changeover between platforms for handling inquiries, JIRA rollout, and initiation and specification for a major new content and social platform.

Project Manager, Online Commerce Group, Bose Corporation

September 2006 – January 2010

Major projects included www.bose.ca in French Canadian, a new payment method from the front end all the way through SAP, upgrade of Omniture's Site Catalyst on 9 sites, and fraud tool automation. Strong focus on improving internal methodology and tools; rolled out a new custom version of JIRA for work & issue tracking, and significantly improved the deployment process for getting content out on the Bose websites.

Innovation Award, 2008 & Appreciation Award, 2007

E911 / IT Project Manager, RNK Telecom

July 2005 – August 2006

Initially focused on implementation of E911 service on VoIP (Voice over IP) phones throughout the United States and Canada via technical and contractual solutions. Responsible for coordination and management of all projects within the IT and software development organization, including requirements gathering, effort assessment, and product management for many internal, customer, and sales products. Tracked and managed priorities for the department.

Project Manager, ClickSoftware, Inc

November 2004 – July 2005

Responsible for the successful implementation of Service Optimization products at the enterprise level. Defined the functional requirements for customization and configuration of the software, managed project budget & costs, resource scheduling, project scope, and project risks. Coordinated activities of the project team, subcontractors, and customer from project inception through successful completion.

Project Lead, BrassRing Implementation, MITRE

October, 2001 – November, 2004

Managed the implementation and support of the BrassRing Talent Relationship Management system throughout MITRE, including 6 Human Resources departments and all internal job posting. Responsible for balancing and prioritizing needs of users, HRIS, management, legal, and other interested parties. Mapped and optimized process flow for recruiting, from requisition creation through point of hire.

Infrastructure Program Recognition Award, 2002

Webhire, formerly Restrac

1995 – 2001

Product Manager

1999 – 2001

Specialized in the corporate website and intranet. Key accomplishments included the development of a full Design, Release and QA process, the first online sales of Webhire's products, redesign and launch as an HR portal.

First e-commerce sale award, 1999

Technology Manager

1997 – 1999

Served as the principal liaison between Development and Client Services. Ensured that Webhire was prepared to implement, train, provide services and support new product releases. Supervised the build and maintenance of four Training Centers. Recognized for the first release of Hire for Intranet, June, 1998

Manager, Technical Support

1996 – 1997

Technical Support Engineer, Senior Tech Support Engineer

1995 – 1996

Extraordinary performance in technical support led to promotion to Senior level. Took over leadership of the 18-person department with coverage for the U.S. and Europe. Added on-site support capability, designed the Onyx Customer Care (CRM) support system, implemented SLAs and redesigned the escalation process to effectively handle issues between Support and Development. Participated in the *Restrac Leadership Council*, a select group tasked with improving morale in the company and providing a voice to Senior Management.

"Most Calls Closed" & "President's Club" awards, 1996.

Hoescht Roussell Pharma, Sales Force Automation Help Desk

1994 – 1995

Provided in-depth software and hardware support for field sales force. Authored the procedures manual for the helpdesk, trained all new Help Desk Analysts on products and processes.

Employee of the Month, May, 1995.

The Acacia Group, Computer Specialist

1992 – 1994

Setup, support and maintenance of all office hardware and software. Documented and trained on all infrastructure and software-related procedures. Responsible for all presentations to clients and prospects.

Additional Experience:

Cohousing Association of the US, Technical Director

August 2007 – October 2018

Staff for the non-profit Coho/US. Includes website design, build and maintenance for cohousing.org. Act as primary technical subject matter expert for the organization.

Education:

BA, Cum Laude, Social Sciences, Simon's Rock College of Bard, May 1992

MBA coursework, Babson College, 2010-2011

Certifications:

PMP (Project Management Professional), April 2008

PSM (Professional Scrum Master) I, October 2013