

Catya Belfer

A terrific leader for IT & software products, 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/PSPO) & everything in between.

Professional Experience

Gerson Lehrman Group (GLG)
Senior Product Manager

Remote / Middlefield, MA
2021 – Present

Proposed and run a highly visible pilot program to evaluate a new collaboration and communication tool for our geographically distributed client-facing teams. Became the technical and functional SME on the tool, designed and managed the implementation of custom integration with our primary internal platforms. Present weekly to our Leadership Team, and monthly to our C-suite.

2U Bootcamps / Trilogy Education
Director, Platform Product Management

Remote / Middlefield, MA
2019 – 2021

Responsible for platform product management for our Curriculum & Learning division, defining vision and building products to bring technical bootcamps to our students. Build consensus on the roadmap & budgets and work with my teams to deliver.

Manage two Sr. Platform Product Managers, and lead a fully remote, distributed cross-functional team creating full stack software solutions. Mentor several people in and outside our department, and help to keep the software development team happy and productive.

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

Remote / Lexington, MA
2016 – 2019
2014 – 2016

Program, product and project management for one of our largest clients, including roadmap, budgeting, requirements gathering and implementation. Also handle technical escalations, analytics, internal and external resource negotiations, and other customer work. Agile Product Owner for a cross-functional distributed 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

Chitika
Principal Project Manager

Westborough, MA
2012 – 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*

Monster.com
Project Manager

Maynard, MA
2011 – 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.

Babson College
IT Project Manager

Wellesley, MA
1-year Academic funding, 2010 – 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.

Bose Corporation
Project Manager, Online Commerce Group

Stow, MA
2006 – 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

RNK Telecom
E911 / IT Project Manager

Dedham, MA
2005 – 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.

Click Software, Inc.
Project Manager

Burlington, MA
2004 – 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.

MITRE
Project Lead, BrassRing Implementation

Bedford, MA
2001 – 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
Product Manager, Technology Manager, Technical Support Manager

Lexington, MA
1995-2001

Started in Technical Support in 1995, proceeding rapidly to senior level and then to management of the department. Participated in the *Restrac Leadership Council*, a select group tasked with improving morale in the company and providing a voice to Senior Management.

Moved on to serve as Technology Manager, the principal liaison between Development and Client Services, ensuring that Webhire was prepared to implement, train, provide services and support new product releases. Product Manager from 1999-2001, specializing in the corporate website and intranet. Developed a full Design, Release and QA process, Redesigned and launched the first online sales of Webhire's products.

"Most Calls Closed" & "President's Club" awards, 1996.
Recognized for the first release of Hire for Intranet, 1998

Hoescht Roussel Pharma
Sales Force Automation Help Desk

Cranberry, NJ
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

Waltham, MA
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. Acted 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

PSPO (Professional Scrum Product Owner) I, 2019