Christine Atiya

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WORK EXPERIENCE

Product Manager | Contrast Security | Los Altos, CA   *September 2019 - July 2020*

- Product Manager for Contrast Assess, owned roadmap for reporting and other UI-centric features
- Develop requirements and user stories for new features by analyzing data and feedback from customers, stakeholders, and market trends
- Lead CRM implementation projects internally — optimizing data collection, driving prioritization, and improving customer case management and internal reporting

SugarCRM | Cupertino, CA   *March 2015 - April 2019*

Product Manager, Mobile
- Owned roadmap and backlogs for SugarCRM's mobile enterprise products: SugarCRM Mobile for Android and iOS, Mobile SDK, and the Mobile Application Configuration Service (MACS)
- Collaborated with development and go-to-market teams to prioritize and plan features for mobile releases, worked with customers - prioritized escalations
- Defined requirements, created user stories and wireframes for new features; planned and led scrum
- Created a standard release process, increasing frequency of mobile product releases

Software Quality Assurance Engineer
- Worked with scrum teams, lead testing of major features for an enterprise CRM app:
  - Several environments/stacks (Windows, MacOS, mobile devices (iOS and Android), upgrades, etc
  - Provided feedback on new features throughout feature development cycle
- Planned and led execution of testing for major UI features, involving several scrum teams
- Created a test strategy and test plans involving prioritization and risk assessment based on business value - reducing testing costs (time) while maintaining quality
- Performed regression, accessibility, rest API, and exploratory testing; new feature verification focused on usability
- Created training sessions and presentations/demos of new features for developers and QA teams

Quality Assurance Engineer | Early startups | San Jose, CA   *February 2013 - March 2015*

- Tested mobile app and Bluetooth device that collects and displays vehicle data (Truvolo)
- Tested peer-to-peer financial software (LendFu)
- Created test plans for implementing new features and regression testing
- Provided customer support, created documentation and customer correspondence templates
- Usability and UI testing, provided feedback to improve and propose new product features

Project Manager | Advance Paper Systems (APS) | San Jose, CA   *June 2012 - November 2012*

- Implemented new reporting regimen increasing database's accuracy
- Standardized processes to increase warehouse efficiency

Associate Project Manager | Diageo | Menlo Park, CA   *February 2011 - August 2011*

- Performed bottling line studies, and increased efficiency of product line changeovers
- Collected data to analyze and report overall equipment efficiencies, and environmental KPIs

SKILLS

Software: Agile software development, testing strategy, mobile testing, usability/developing intuitive UIs, release management, JIRA, Confluence, SugarCRM, Salesforce, Microsoft Office, Google Drive, Google Analytics, Pendo, Postman (API testing), Chrome Dev Tools, Terminal (CLI), VirtualBox, SolidWorks, Adobe CS, Final Cut Pro
   Familiar with: Github, JavaScript, HTML, CSS, Xcode, FireBug, php, SAP, Visual Basic, Matlab

Other: Data analysis, product development, collaborating with diverse and global teams, SaaS, CRM, risk assessment, technical writing, video editing

EDUCATION

California Polytechnic State University, San Luis Obispo | Graduated: June 2010
BS in Industrial Technology; Minor in Package Engineering
- Additional Coursework: 3 years Materials Engineering