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Affiliations  
Project Management Institute  
Scrum Alliance  
Toastmasters International

# Olga Sa | Project Manager & ScrumMaster

## Profile

Over five years of diverse experience working with cross-functional teams to implement complex medium to large scale digital marketing and eCommerce projects with an emphasis on usability, eMarketing and results. Bring a wealth of tangible and technical project management techniques.

## Skills

- Over **5 years of experience** managing projects
- Successful management of **multiple projects concurrently**, ranging in length **from one month to over a year**
- Full project life cycle management: initiation, **requirements** and assets gathering, estimating, communication and **risk planning**, vendor procurement, execution, **change management**, earned value management, status updates, monitoring and **controlling scope/budget/timeline/quality**, milestone signoffs, performance reporting and reviews, postmortem, lessons learned, closure, maintenance support
- Thorough understanding of **Agile** techniques as well as **Waterfall**
- Recruited and supervised, virtual and in-house **cross functional teams** including information architects, copy writers, art directors, designers, tech leads, developers (front end/server side/mobile), animators, QA, IT, SEO
- Extensive experience in client interfacing, **expectations & relationship management**, presenting to stakeholders, training, conflict resolution and negotiations; communication with Sales, Client's in-house and Marketing agency teams
- Comfortable with preparing proposals, statements of work, **project charters**, and collaborating on functional specifications, wireframes, creative briefs, style guides, heuristic evaluations, and other technical documents
- Worked on projects with **PHP**, open source and proprietary **.NET**, HTML, XML and **Flash** technologies
- Knowledge of: MS Office, **MS Project**, Merlin, Adobe Acrobat, Access, ACT, OpenAir, Basecamp, Freshbooks, Windows and Mac OS, **Visio**, Photoshop, Illustrator, InDesign, Flash, CSS, Dreamweaver, Painter, After Effects, Final Cut and DVD Studio Pro

## Education

- Pursuing Project Management Professional (PMP) Designation
- ASPE Technology, ScrumMaster Certification Workshop, Vancouver – July 2008
- PMI, Project Management: Methods and Mechanics Certificate, Web-based - March 2008
- Seneca College, Business Diploma, Toronto – October 2007
- Seneca College, Accounting Certificate, Toronto – December 2004
- Seneca College, 9 CGA accredited courses from Level 1 and 2, Toronto - 2001-2004

## Experience

### Independent Consultant Project Manager

**Vancouver BC**  
**December 2009 - Present**

- Industries: Finance, Transportation, Hospitality, Private sector
- Role: Acting as a freelance project manager to perform cost estimation, budgeting and control, developing project plans, resource and activity duration, developing and controlling schedules, directing and managing project execution, managing project team (freelance, in-house and third party), vendor selection and procurement management, monitoring and controlling project work, information distribution and stakeholder management, scope verification and control, integrating change requests, quality assurance, closed project
- Timelines: on average 1 month
- Budgets: under \$50,000
- Teams: freelance cross functional team including information architect, writer, art director, designer, tech lead, developer, QA, IT, SEO; Client's in-house teams; vendor teams
- Technology: .NET, PHP, HTML, open source CMS

### Sync2 Agency (formerly Devlin) Project Manager

**Vancouver BC**  
**January 2008 - December 2009**

- Company profile: small to mid size, flat structure, Web applications development
- Industries: Transportation, Hospitality, Recreation, Retail, Food, Timber, Utilities, Telecom, Services, Private Sector, Non-profit
- Role: Directing end-to-end cycle of web, VOIP and iPhone development; Liaise between Sales, Marketing, Clients and web development teams; Contributing to the creation of internal processes related to the estimation, Change Management, PMO as well as implementation of Agile methodology
- Reporting to: Director of Customer Services
- Timelines: from less than a month to over a year
- Budgets: up to \$135,000
- Team: Supervising all aspects of resource management for in-house and remote teams of up to 10 professionals such as information architects, copy writers, art directors, designers, tech leads, developers (front end/server side), QA, IT, SEO. Recruiting, interviewing and training new employees
- Technology: open source, custom and proprietary CMS and eCommerce tools in PHP, .NET and XML

**Experience  
cont.**

**Unplugged TV  
Project Manager**

**Toronto ON  
August 2004 – August 2007**

- Company profile: small size, flat structure, New media agency
- Industries: Marketing and Advertising, Cosmetics, Telecom, Electronics, Media, Services, Private Sector, Non-profit
- Role: Coordinated information architecture, creative design, development, testing, and hosting of numerous websites with rich content and custom content management systems; Managed technical and creative design, development, testing, and hosting of 3 mobile messaging applications; Produced Flash animation projects and live action series; Responsible for vendor selection and procurement
- Reporting to: Managing Director; Adhered to Verizon's network compliance/compatibility requirements as well as functional requirements and feature compliance of TELUS Mobility microsites
- Timelines: from less than a month to over a year
- Budgets: from pro bono up to \$200,000
- Team: Supervised virtual and in-house teams of up to 5 members including information architects, art directors, designers, developers (front end/server side/mobile), animators, QA, IT; Recruiting and interviewing new talent
- Technology: C#, Flash, WAP, J2ME and BREW

**Computronic Corporation  
Office Administrator**

**Toronto ON  
February 2002 – June 2004**

- Company profile: small size, Value Added Reseller,
- Industry: Computer, IT
- Role: Streamlined invoicing, purchasing and payment processes by completely computerizing them; Performed year round bookkeeping under direction of CA: invoicing, the A/P, A/R, payroll, PST/GST, reconciliation, foreign currency exchange, client billing and inventory, financial statements preparation & budgeting; handled customer/supplier relations
- Reporting to: Managing Director
- Team: 10 in-house developers and technicians; Interviewed & trained new employees

## Projects

### Dream Shot Golf

### Under Sync2 Agency (formerly Devlin)

- Role: project managed design, development and integration of the first phase for the .NET on-line golf community into Ektron CMS; database creation for multiple remote live golf simulator systems to display data in user accounts
- Timeline: 6 months
- Budget: under \$50,000
- Team: in-house cross functional team including information architect, art directors, designers, tech leads, developers (front end/server side), QA, IT; live simulator technical team
- Link: [www.DreamShotGolfHD.com](http://www.DreamShotGolfHD.com)

### Fraser Institute

### Under Sync2 Agency (formerly Devlin)

- Role: project managed redesign and implementation of .NET website into SaaS Marqui CMS
- Timeline: 8 months
- Budget: under \$150,000
- Team: in-house cross functional team including information architect, art directors, designers, tech leads, developers (front end/server side), QA, IT, SEO
- Link: [www.fraserinstitute.org](http://www.fraserinstitute.org)

### LG DVR

### Under Unplugged TV

- Role: project managed development of a new Flash-based site integrating client's creative and managed development of a custom video playback component to mimic the functionality of the LG DVR Personal Video Recorder
- Timeline: 1 month
- Budget: under \$10,000
- Team: freelance cross functional team including designer, developer; Client's creative agency
- Link: [us.lge.com/dvr/](http://us.lge.com/dvr/)

### Marc Anthony

### Under Unplugged TV

- Role: project managed design and development of a new Flash-based site utilizing custom Flash Content Management System, integrating the new brand creative and production of 7 styling videos
- Timeline: 4 months
- Budget: under \$50,000
- Team: in-house cross functional team including art director, designer, developer (front end/server side), QA, IT; Client's in-house and Marketing agency teams
- Link: [www.marcanthony.com](http://www.marcanthony.com)