

Bruce Hagen, PMP

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Summary

Project Management Professional skilled in starting and leading high-performance teams, especially in technical endeavours; in managing complex and multiple projects; in systems analysis, group problem-solving, and process engineering; and in integrating divergent disciplines and interests. Superb leadership, planning, organizational, communication and conflict resolution skills. An innovator and change-agent, excelling in new enterprises.

Professional Experience

Advanced Fibre Communications (1998-2004) and Tellabs (2005- 2006)

SENIOR PROGRAM MANAGER

August 1999-May 2006

Managed cross-functional teams accountable for successful development, release and sustaining of telecom products, including PCBs, software, mechanical, power, OSP. Planned and implemented multiple simultaneous product release projects, including OEM and contractor relationships. Initiated and led process improvement teams. Trained employees in Product Life Cycle, TL9000, and task-based project planning. Supported CMMI adoption.

- Received PACE award for leading 100+ person team in \$10 million project to develop and release System 7.1 for SBC, AFC's first major product released on schedule.
- Led Release 9.0a Team to on-time delivery to Verizon and SBC.
- Led Software Improvement Tiger Team, reducing costs and improving quality of software releases.
- Established and managed an action-item register for AFC engagement with SBC, contributing to Product Approval from AFC's first RBOC account.
- Initiated and led Eco AFC team -- Project "Watt Swat" reduced electric bill \$100,000 in first year.
- Founded the FibreCats, a rock band that raised morale and rallied project teams toward their goals.

PROGRAM MANAGER

February 1998- August 1999

Managed Information Technology Services improvements supporting AFC's business. Researched and designed business data architecture, including Remedy and Baan ERP.

- Managed the conversion of 800 employees worldwide from CCMail to Outlook 98.
- Pioneered use of network conferencing for collaboration with remote offices.
- Created the Evo(lution) award to recognize employee achievements.

Computer & Telecommunications Services, Pacific Gas & Electric, 1990- 1998

PROGRAM DIRECTOR/PROJECT MANAGER

1994-1998

Provided IS program/project management services for electric distribution business. Supervised/mentored a dozen project managers with SW/network development projects from \$50k- 5 million. Resolved disputes between divisions. Developed, managed contracts.

- Successfully pursued the substitution of Microsoft NT workstations for UNIX workstations in a \$5 million project, which saved over \$1 million in hardware and training costs.
- Reduced cycle time for approval of major software (AutoCAD) contract, saving \$800k.
- Awarded special recognition for 50% reduction in software rollout costs via process reengineering.

NETWORK SUPPORT TEAM LEAD/ NETWORK SPECIALIST

1990-1994

Supervised team of Network/PC Analysts serving 1,400 clients at a dozen dispersed locations. Performed technical desktop, server, and IP network HW and SW support.

NEW BUSINESS PROJECT LEAD, PG&E **1987-1990**

Managed small line extension engineering and construction projects.

- 100% of surveyed customers “satisfied or very satisfied” in 1990.

COMMUNITY RELATIONS REPRESENTATIVE, PG&E **1986-1987**

Managed projects supporting energy services for seniors, low income households.

MARKETING PLANNER, PG&E **1980-1986**

Provided service management for new residential energy services. Designed and evaluated market research. Lead focus groups and re-engineering teams.

- Championed development of a “do-it-yourself” energy audit, saving over \$1 million/year.

United States Senate

LEGISLATIVE ASSISTANT **1978-1980**

Managed environmental legislation, constituent and media communications.

- Shepherded three bills into federal law, including renewable energy tax credits, and sanctions against outlaw whaling which prevented extinction of the sperm whale.

Professional Certifications and Skills

- Project Management Professional (PMP®), Project Management Institute
- Proficient with Agile CM (Version 8.5, 9.0) in initiator and approver roles.
- Proficient with MS Office Suite, especially Project, Excel and Word.

Education

Bachelor of Arts, Environmental Studies, UC Santa Barbara. **December 1974**

Interdisciplinary program covering physical, biological, and social sciences.

Post-Graduation Business Training [classroom hours]: Project Management [100]; Consultant Skills [40]; Conceptual Selling [8]; Business Finance/Leadership [80 hour “mini-MBA” program]; Supervision [30]; Meeting Facilitation, Collaborative Problem Solving [40]; Positive Negotiations and Influence [40]; Training Public Speakers [24]; Accounting [32]; Microsoft Project, Project Server [40].

Community Service

Leadership, strategic planning, public relations, marketing, grassroots organizing, and graphic design, through several thousand hours of volunteer work spanning four decades.

- **Boards and Commissions:** Petaluma Recreation, Music and Parks Commission (1997-2005); Petaluma Pedestrian and Bicycle Advisory Commission (1999-2005); Sonoma County Cultural Arts Council (1997-99); Petaluma General Plan Citizens Committee (1984).
- **Not for Profit work:** Petaluma Phoenix Center (since 2005, presently VP); COTS Homeless Children’s Haven program (since 1995); Boys and Girls Club, CYO Basketball coach (7 seasons); Isla Vista Food Cooperative (Co-founder, VP, 1974-75);
- **Education work:** Grant School Site Council (1989-90); Beyond War Foundation (1983-87); Junior Achievement (1982)
- **Environmental work:** Petaluma Green Lane (founder, 2004); Friends of Lafferty Park (since 1995); Sustainable Petaluma Network (since 1999); Environmental restoration projects (dozens of days); U.C. Irvine Ecology Action (1971-72); Gilroy High Bicycle Club; Hunger Walk (1969-70)
- **Journalism:** Bi-weekly columnist for Petaluma Argus Courier (190+ columns since 1999)