Heather Mathias

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📞 +1-720-335-3852   ✉ Mathias.heatherm@gmail.com   📍 Oro Valley, AZ

HM

EXPERIENCE

Organizational Change Manager   2022 - Current
Xcel Energy – IT Business Management (Contract)   Remote

- Managed stakeholder engagement by conducting stakeholder interviews, hosting change management collaboration sessions, and providing product demos all to increase communications and strengthen business area relationships.
- Conducted change and transition management for on-prem to cloud migration for the company-wide intranet platform.
- Created a Product Usability Analysis process by engaging selected users to conduct use case testing and provide user experience feedback while still in the product build phase.
- Provided training, demos, and technical documentation targeting a variety of employees ranging from frontline workers to executive management.

Full-time Student   2020 - 2022
Colorado State University & The University of Arizona

- Attended Colorado State University full-time to complete BA in Anthropology.
- Attended The University of Arizona user experience (UX) research and design bootcamp.

Manager, Operations Transition Management   2018 - 2020
Maxar Technologies – Quality Assurance   Westminster, CO

- Developed supporting documentation (test plans, user acceptance testing/processes, procedures, user's guides, etc.) for pre-deployment testing and product/project implementation into an operational environment.
- Created and managed a companywide routine readiness process to communicate upcoming technical changes and impact assessments to developers, systems engineers, operations engineers, scrum masters, program/project leads, and end users.
- Created the transition manager (Change/Project Manager) position to assist Maxar with transitioning new concepts, software, operating models, etc. into various operational environments.

Team Lead, Technical Writer & Instructional Design   2015 - 2018
Maxar Technologies – Mission Control & Spacecraft   Longmont, CO

- Routinely reviewed and edited all operational documentation through a continuous improvement process to increase operational efficiency and reduce end-user errors.
- Developed and maintained companywide interactive diagrams, using Adobe RoboHelp, to accurately map out complex and interwoven components throughout Maxar's factory-wide ground system and individual on-orbit spacecraft.
- Collaborated closely with the Program Management Office, development/engineering teams, and operational teams to ensure data and documentation was created distributed to a variety of internal customers.

Technical Writer & Instructional Designer   2011 – 2015
DigitalGlobe – Mission Control & Spacecraft   Longmont, CO

- Authored 1000+ technical documents, training modules, and new-hire + senior level training programs for operational and engineering teams.

SUMMARY

I have an extensive history working in change and transition management, technical writing, and instructional design with a strong focus on operations engineering and user experience (UX). I specialize in quantitative and qualitative research methodologies allowing me to turn complex problems into thoughtful interactive experiences.

CERTIFICATIONS

- Certified Scrum Master (CSM)
- Change Management Specialist
- Lean Six Sigma Green Belt
- AS9100D Internal Auditor
- UIUX Research and Design

SKILLS & PROFICIENCIES

Cloud Migration • SharePoint Administrator • Windows (M365) • MS Viva Suite • ADKAR Methodologies • Lean • ISO & AS9100 Standards • Agile • Scrum • Jira • Jira Align • TikiToki • Rally • Confluence • LMS Management • Snagit • Software Development Life Cycle (SDLC) • ITIL • Figma • Camtasia • InVision • Linux • ArcGIS • GitHub HTML • JQuery/JavaScript

- Developed new hire training programs, positional upgrade training programs, supplemental training, quarterly training, performance-based training, and positional evaluations.
- Established job-based performance and readiness assessments and evaluations, complex scenario-based training, and created ground and spacecraft contingency checklists and procedures.

Mission Supervisor/Space Vehicle Operator   2001 – 2011
DigitalGlobe – Mission Control & Spacecraft   Longmont, CO

- Responsible for the health and welfare of the spacecraft bus and payload, the remote ground terminals, remote and local data processing equipment, and the data received through Mission Control.
- Performed spacecraft launch and early operations and spacecraft on-orbit commissioning.
- Coordinated special training, acted as a pivotal interface to management and other Mission Operations Center teams on technical and personnel related topics.

Satellite Systems Operator, Instructor, Evaluator   1997 – 2001
United States Air Force – 4th Space Ops Squadron   Colorado Springs, CO

- Wrote job performance requirements, manuals, and technical training materials.
- Evaluated team member performance compliance with policies, procedures, and directives.
- Established and maintained a permanent training program for the Satellite Systems Operator position.

EDUCATION

UIUX Research and Design Bootcamp (certification)   2022
University of Arizona

Bachelor of Arts – Anthropology   2020 - 2021
Colorado State University

Associate of Arts – Anthropology   2011 - 2016
Front Range Community College