

HEATHER MATHIAS

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[LinkedIn](#) | [MyPortfolio](#)

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.

QUALIFICATIONS, SKILLS, & PROFICIENCIES

- UI/UX Research and Design
- UI and UAT Testing
- Adobe RoboHelp
- Adobe Captivate
- Windows Office Suite (Word, PowerPoint, Excel, etc.)
- SharePoint Administration
- Cloud & AWS Migration
- ISO Compliance
- AS9100D Standard
- ISO9001:2015 Standard
- Agile Methodologies
- Jira and Jira Align
- TikiToki
- Rally
- Confluence
- LMS Management
- Snagit
- SDLC
- Figma
- Camtasia
- InVision
- Linux (Red Hat)
- ArcGIS
- GitHub
- HTML
- jQuery/JavaScript

CERTIFICATIONS

University of Arizona – UI/UX Research and Design

Scrum Alliance – Certified Scrum Master (CSM)

Management and Strategy Institute (MSI) – Change Management Specialist, Lean Six Sigma Green Belt

OMNEX – Certified AS9100D Internal Auditor

EMPLOYMENT EXPERIENCE

XCEL ENERGY (CONSULTING CONTRACT)

2022 – PRESENT

2022 **Change Management Consultant, Shared Services**

- Created and conducted transition management effort to replace an outdated, under supported intranet product with a cloud-based employee digital experience platform.
- Optimized the scope and transition activities, assessment of impact, and gap analysis of affected stakeholder groups throughout all business units.
- Conducted technical and stakeholder interviews, collaboration meetings, product demos, and training to increase communications and strengthen internal relationships.
- Provided technical support to over 11,000 employees to help strengthen employee's understanding of the new platform.

WORLD VIEW ENTERPRISES

2022

2022 **Manager, Technical Communications, Quality Assurance/Control**

- Hiring manager for technical communications and user experience team within the Mission Assurance department.
- Provided technical support documentation, SharePoint/intranet design and development, user experience (UX) research and guidance.
- Worked with staff to help develop and promote the adoption of processes, procedures, and policies for companywide systems and programs.

2018-2020 ***Manager, Operations Transition Management, Quality Assurance***

- Created the transition manager (Change/Project Manager) position to assist Maxar with transitioning new concepts, software, operating models, etc. into various operational environments.
- Developed supporting documentation (test plans, user acceptance testing/processes, procedures, user's guides, etc.) for pre-deployment testing and 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.

2015-2018 ***Lead Operations Coordinator/Technical Writer, Mission Control and Spacecraft***

- Routinely reviewed and edited all operational documentation through a continuous improvement process to increase efficiency and reduce operational 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.
- 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.

2011-2015 ***Instructional Designer/Technical Writer, Mission Control and Spacecraft***

- Authored 1000+ technical documents, training modules, and many SharePoint LMS features for company-wide teams.
- 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.

2001-2011 ***Mission Supervisor/Space Vehicle Operator***

- 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, Training Instructor, and Evaluator - 4th Space Operation Squadron

- 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

Continuing & Professional Education, University of Arizona, 2022
UI/UX Research & Design Bootcamp



B.A. Anthropology, Colorado State University, 2021 - Magna Cum Laude
The Society for Collegiate Leadership and Achievement



A.A. Anthropology, Front Range Community College, 2016 - Magna Cum Laude
Phi-Theta-Kappa Honors Society Member