

# Heather Mathias

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

## EXPERIENCE

**Organizational Change Manager** 2022 - Current

**Xcel Energy – IT Business Management (Contract)** Remote

- Conducted all transition management for on-prem to cloud migration for the company intranet platform and strategic portfolio management projects.
- Created a Product Usability Analysis process by engaging selected user groups to conduct use case testing and provide user experience feedback with new applications still in development.
- Conducted technical and stakeholder interviews, collaboration meetings, and product demos to increase communications and strengthen internal relationships.
- Provided training and technical documentation targeting a variety of employees ranging from field workers to corporate 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 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.
- Conducted technical and stakeholder interviews, collaboration meetings, and product demos to increase communications and strengthen internal relationships.

**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 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.

**Technical Writer & Instructional Designer** 2011 – 2015

**DigitalGlobe – Mission Control & Spacecraft** Longmont, CO

- 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.



## 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

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

- 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 – 4<sup>th</sup> 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

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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