

Heather Mathias

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Summary

Organizational Change Manager and former United States Airman with over 15 years of experience delivering logistical and transition management coordination. Specialization in quantitative and qualitative research methodologies turning complex problems into thoughtful interactive experiences.

Education and Certifications

- UIUX Research and Design Bootcamp Mar – Sep 2022 – University of Arizona
- Bachelor of Arts Cultural Anthropology – Colorado State University
- Associate of Arts Anthropology – Front Range Community College
- Change Management Specialist – Management & Strategy Institute (MSI) Credential ID 44665647
- Lean Six Sigma Green Belt – Management & Strategy Institute (MSI) Credential ID 6822299
- Certified Scrum Master (CSM) – Scrum Alliance Credential ID 1524937
- AS9100D Internal Auditor – Omnex Inc.

Professional Experience

Organizational Change Manager - Oct 2022 – Current

Xcel Energy (contract) - IT Business Management

- Manages stakeholder engagement by conducting stakeholder interviews, hosting change management collaboration sessions, and providing product demos for over 500 clients monthly with clear, organized communication
- Engages with over 300 organizational leaders to proactively address “people change” to encourage employees to change so the organization can sustain and adapt to the business environment and strategic initiatives
- Provides training, demos, and technical documentation targeting over 11,000 employees from frontline workers to executive management using tailored strategies to fit unique needs
- Created and managed a testing process by engaging over 50 internal users to conduct use case testing and provide user experience feedback during an intranet platform product build out phase
- Identified best practices and stakeholder analysis for a strategic portfolio management project to move over 600 employees from a 20-year-old on-prem platform to ServiceNow’s portfolio management tool

Manager, Operations Change Management – Jan 2018 – May 2020

Maxar Technologies – Quality Assurance

- Engaged in continuous improvement by creating and managing a companywide routine readiness process to communicate upcoming technical changes, using data to guide decision-making

- Developed supporting documentation (test plans, user acceptance testing process, procedures, user's guides, etc.) for pre-deployment testing and product/project implementation into an operational environment for over 75 personnel
- Created the transition manager position to assist the enterprise with transitioning new concepts, software, business processes, operating models, etc. into a production environment

Team Lead, Sr. Technical Writer & Instructional Designer – Jan 2015 – Jan 2018

Maxar Technologies – Operations Change Management

- Routinely reviewed and edited operational documentation through a continuous improvement process to increase operational efficiency and reduce end-user errors
- Created and maintained over 100 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 using tactful issue resolution to ensure internal and external customer success

Technical Writer & Instructional Designer – Jan 2011 – Jan 2015

Maxar Technologies – Operations Build Team

- Authored 1000+ technical documents, user's guides, training modules, new-hire, and senior level training programs for operational and engineering teams
- Established job-based performance and readiness assessments and evaluations, complex scenario-based training, and created ground and spacecraft contingency checklists and procedures
- Created an error tracking tool in SharePoint to identify end user errors resulting in the development of supplemental user training to reduce risk to the operational environment

Additional Experience

Mission Supervisor - Digital Globe Mission Control & Spacecraft

Satellite Systems Operator – 4th Space Operations Squadron United States Air Force

Skills

Organizational culture, transition management, communication, ADKAR methodologies, leadership, learning management, education and training, strategic analysis and planning, collaborative, change management practices and principles, analytical, critical thinking, user experience research, ability to influence others, empathy, portfolio management, Lean methodologies, thought leader, problem solving, ISO standards, Scrum, Jira, Software development life cycle, Linux, HTML, cloud migration, SharePoint and M365 administration