Pascal Pelous

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**PROFILE**

Program Manager in Software Development for Enterprise and SaaS releases with rich IT professional practice in various fields including QA, Localization, Support and Training. Strong experience with SDLC (waterfall and Agile). Worked closely with all components of Product Development as well as external Partners and Vendors. Managed remote teams in Czech Republic and India.

Software Project and Release Management, Quality Assurance, Engineering, Localization/Internationalization, Technical Support

**PROFESSIONAL EXPERIENCE**

**Blackboard Inc.** - San Francisco, CAJan 2014 to Jan 2018

***Staff Program Manager***

Managed Blackboard Learning System product Maintenance (used by over 3,000 learning institutions), Building Blocks releases and Xythos products (planning, scheduling, updating doc, monitoring and packaging releases). Also PMO for SafeAssign anti-plagiarism product (processing over 40 million submissions per year), leading cross-functional meetings and driving software releases.

* Scheduled and monitored deployment of new releases in SaaS/AWS environment (500+ global customer sites Private Sector and Universities)
* Managed other projects with smaller teams (5-10 people) such as the plugins certification, xpLOR, myEdu integration to Learn as Bb Planner working with the development team located in Shanghai using Agile process (scrum, planning, retrospective meetings).
* Understanding of and collaboration with all components of Product Development (development, security, localization, performance, quality, documentation) as well as Technical Support, Customers, Partners and 3rd Party Vendors.

**Blackboard Inc.** - San Francisco, CAJan 2009 to Dec 2013

***Senior Engineering & QA Manager***

Managed Engineering, QA and IT teams, driving new development projects as well as maintenance release for Content System for Blackboard Learning System and Xythos products. Managed QA team in India (Hyderabad) and visited once for training on Content System product and testing practices.

* Created and administered all related documentation, online help and release announcements.
* Maintained successfully demanding but productive relationship with Japanese partner (AssistMicro) as the point of contact for over 10 years (2006-2017).

**Xythos** - San Francisco, CADec 2005 to Dec 2008

***QA Manager***

Built and Managed QA teams locally and remotely in Czech Republic (Brno). Also built complex test environments (MS and Oracle database clusters, DB2, Solaris, Linux) and designed test cases and QA strategy for Xythos Content System product suite. Contributed to DoD certification. Accountable for Quality of WebFile server and Drive client as well as on demand content system before, after launch as well as the EOL process.

**Remedy/BMC** - Sunnyvale, CADec 2000 to Nov 2005

***QA Engineer***

Developed and executed test plan and test cases for Remedy Service Management suite. Focus on I18N, Automation and Performance testing. Along with multiple acquisitions (Peregrine, BMC) and 5 years with the company, have been exposed to other products (e.g. Marimba, Control-M), teams and processes (e.g. ITSM), worked on integrations and learnt some test automation. Managed team in India (Pune) and visited twice to offer training on Remedy products and QA automation.

**EDUCATION & CERTIFICATIONS**

**cPrime** - *Certified Scrum Master*, San Francisco, CA

Formal training to Agile and Scrum.

**Lanop** – Emeryville, CA, *MCSE,*

Microsoft Certified Systems Engineer. Certification on Windows networks.

**University Aix-Marseille II -** France - Bachelor of Science

20 units in Math, Physics, Chemistry and Computer Science

**OTHER QUALIFICATIONS**

**Languages:**

* English (Fluent - US Citizen since 2008, US Resident since 1994)
* French (native)

**Applications/OS:** OSes (macOS, Windows, Linux, Unix), MS Office and Project, JIRA, Agile and Kanban boards, Confluence, Web Servers, CAPTain, Jenkins, SalesForce, MindTouch, Drupal, Flare, InDesign, HTML, CSS, XML, Databases (MS-SQL, Oracle, Postgres), SQL, Python, R, Perl.

**Activities:**

* Treasurer, Social Media Coordinator, Newsletter Editor, Foray Leader @ Mycological Society of San Francisco ([http//mssf.org](https://www.mssf.org/))
* Webmaster and Board Member @ Bay Area Applied Mycology (<http://bayareaappliedmycology.org>)