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## Profile

Changeset Consulting leads and collaborates with open source software development projects. We develop and implement sustainable processes, write documentation, sift out useful bug reports and submitted patches, manage releases, recruit and mentor contributors, market products, and deliver releases of new versions. Essentially, we offer maintainership.

## Selected Experience

### Changeset Consulting

#### Founder and Principal, November 2015–present

- Grew Zulip community and contributor diversity through mentorship, online and offline events, and outreach
- Wrote and organized Zulip developer documentation and architecture overview
- Advised multiple engineering leaders on marketing, workflow, and team management
- Assessed Wikimedia Indonesia curriculum and programming work and wrote report for funder
- Developed and kicked off project plans to rejuvenate PyPI and PlaGMA Da projects
- Taught new contractors IRC, Subversion, and other tools for Open Tech Strategies

### Wikimedia Foundation

#### Senior Technical Writer, March 2014–Sept 2014

#### Engineering Community Manager, 2012–2014

#### Volunteer Development Coordinator, Feb 2011–2012

- Managed Engineering Community Team
- Initiated and ran WMF's participation in Outreachy internship program
- Wrote architecture, security, and performance standards and other documentation
- Coordinated volunteers and WMF staff to plan agenda and structure for hackfests
- Trained volunteers in Git, MediaWiki, APIs, and related technologies
- Ran Google Summer of Code internship program (MediaWiki organizational administrator)
- Recruited and mentored interns and volunteers
- Triageed and responded to bugs, support requests, and patches
- Initiated first anti-harassment policy for in-person technical events
- Delegated and prioritized work for online and offline volunteers

### GNOME Foundation

#### GNOME 3.0 Marketing Coordinator, Feb 2011–April 2011

- Wrote and disseminated marketing material, including a press release

- Recruited and managed volunteers for marketing tasks

### QuestionCopyright.org

Fundraising Coordinator, Feb 2011–May 2011

- Managed fundraising process
- Wrote and coordinated grant proposals
- Wrote and recruited articles for website

### GNOME Journal

Editor and Release Organizer, Nov 2009–June 2011

- Planned and organized issues
- Recruited, edited, and published contributions
- Wrote articles about the GNOME Desktop Environment

### Collabora, Ltd.

Lead Project Manager and Personnel Manager, Apr 2009–Jan 2010

- Managed multiple software projects, including research & development department
- Reported and triaged bugs, documented, and tested Zeitgeist, Telepathy, Empathy, and GNOME open source projects
- Liaised with colleagues and clients globally in a distributed workplace environment
- Led website redesign and wrote or edited all new copy
- Maintained shared documentation on internal and external wikis
- Wrote and managed regular companywide internal communications to highlight teams' accomplishments and clarify strategic and tactical context
- Ramped up new employees
- Mentored team leads
- Created and executed Performance Improvement Plans for underperformers, leading to improvement or termination
- Created and ran the performance appraisal system
- Tracked personnel assignments

### AltLaw (open source project)

Product Manager, Jan. 2009–Apr. 2009

- Coordinated volunteers
- Advised developer in developing priorities and new features in open source software
- Conceived, and headed development of, new product to publicize nonprofit's services and better serve audience
- Started publicity campaign and publicized organization's work via email and social media

### Behavior

Project Manager, Jan 2008–Nov 2008

- Tested web sites and standalone software, managed other testers, and filed and managed defect reports
- Led projects from kickoff through scoping, information architecture, visual design, functional specification, technical build, QA, and deploy phases
- Produced and maintained project plans, status reports, extranets, and other necessary

- documentation
- Managed information architects, visual designers, developers, QA, and account executives
- Managed several web, animation, interaction design, and print projects of varying sizes simultaneously
- Held projects within budgets
- Recruited, allocated funds for, and fired contractors
- Led company personnel allocation processes and new internal communications on resourcing
- Projected costs and wrote copy for pitches and proposals
- Led technology knowledge-sharing initiative and project postmortem initiative

## Fog Creek Software

### Software Management Training Program, Jan 2006–Jun 2007

- Tested software and wrote bug reports
- Wrote technical white paper and directed informational video for product release
- Provided technical support via email, online discussion groups, and phone
- Posted regularly on corporate blog
- Discussed, analyzed and fulfilled customer requirements
- Designed, led and implemented marketing projects

## Education

Recurse Center, NY: Participant. 2013 and 2014.

Columbia University, NY: Executive M.S. in Technology Management. 2008.

University of California at Berkeley: B.A. in political science. 2002.

## Skills

- Fluent in expository and persuasive writing, from keynote addresses and technical specifications to user manuals and corporate blogs
- Skilled in Linux, Mac OS X, and Windows
- Know Python, Bugzilla, Phabricator, Zulip, GOGS, Mantis, Trac, FogBugz, IRC, Basecamp, git, GitHub, OpenOffice, LibreOffice, Microsoft Office, wiki markup, Markdown, XML, Kdenlive, and bash
- Some proficiency in HTML, SQL, Python, QuarkXPress, bash shell scripts, Subversion, Microsoft Project, WordPerfect, VBScript, ASP, FrameMaker, IIS, MySQL, SQL Server, Russian, French, and Kannada
- Can produce and direct a live or filmed production
- Experienced public speaker, teacher and standup comic

## References

Available upon request