

# SHAWNA FONUA

425 785 0212 | shawnafonua@gmail.com | <https://www.linkedin.com/in/Shawna206>

Greater Los Angeles Area, CA

---

Senior Cybersecurity Technical Program Manager with experience driving global programs in fast paced and deadline driven environments. Project goals achieved by emphasizing innovation, organization, and attention to detail. Team player with the ability to communicate with stakeholders at all levels.

---

## AREAS OF EXPERTISE

---

- Cybersecurity laws, protocols & methodologies
  - Web Application Security
  - Network Security
  - Machine Learning / AI
  - Cryptography
  - Python Programming
  - MS System Administrator Certified
  - Six Sigma Green Belt Certified
  - Scrum Master Certified
- 

## PROFESSIONAL EXPERIENCE

---

### Prime8 Consulting - Microsoft, Redmond, WA

SENIOR TECHNICAL PROGRAM MANAGER

November 2021 – Present

- Empower Azure Digital App & Innovation growth in SE Asia & Europe subsidiaries by building global team connections and best practices, driving enablement programs, developing custom business reporting, and supporting pipeline growth targets.
- Partner with Microsoft Compete team and Intel to develop pilot sales program which secured over \$7M in Azure Market Share.
- Build Power BI Dashboards providing data driven insights on business-critical programs including trend analysis, program variances, program forecasting, and overall program effectiveness.
- Publicize App Innovation and GitHub Copilot wins with Senior Leadership, raising profile of new Digital App & Innovation global team and highlighting specific sales impact \$'s.

### Coachella Valley Water District, Coachella, California

ASSET MANAGEMENT PROGRAM COORDINATOR

March 2018 – October 2021

- Program Lead for multi-agency Asset Management software installation used to develop critical infrastructure projections, forecast staffing changes, and plan Capital Improvement Projects using real-world business intelligence data.
- Developed 1.0 version data set for 300K+ district assets and developed an iterative review process of data sets across 9 business units.
- Managed and improved custom Application Programming Interface (API) development program to integrate new and legacy software programs.
- Negotiated contracts with external partners to meet project budget.
- Designed a staff competency plan and a three-phase comprehensive training program that supported Go Live.

### Symantec, San Francisco, California

SENIOR PROGRAM MANAGER

December 2014 – September 2016

- Planned and executed go to market software release working across key groups including Marketing, Legal, Engineering, Enablement and Product Support.
- Led end-to-end SCRUM team through iterations including sprint planning, daily stand-ups, sprint retrospectives, and team velocity and burn down charts.
- Developed E2E project plans and schedules, drove project meetings, identified, and mitigated project risks, and partnered across multiple business units to successfully launch new software.

### Insight, Tempe, Arizona

SENIOR PARTNER CHAMPION

February 2013 – December 2014

- Owned SQL Server and Windows Server deployment and licensing support for Microsoft managed customers. Designed custom software solutions for tightening customer's licensing ecosystems while consistently increasing software sales.
- Partnered with readiness and training teams, marketing, product management, and inside sales to train for new product launches.

- Designed, developed, and implemented team product knowledge base, which drove consistency in team responses and improved inter-team collaboration.

**Microsoft, Redmond, Washington**

TECHNICAL PROGRAM MANAGER

**March 2006 – February 2013**

- Led Quarterly release team of 25+ IC's and managers through 18+ separate projects per quarter.
- Drove worldwide digital transformation implementing new licensing programs for Microsoft subscribers. Performed business requirements analysis, updates, and training, created UAT test plans, conducted test planning, test case design, test environment setup, managed test case execution, reported status to Senior Management, led bug triage meetings/defect reporting, and drove test execution signoff in high pressure, deadline driven environments.
- Trained 5 regional teams (Europe, Asia, Japan, Latin America, and US) on business requirements and partnered to identify and fill gaps based on local laws, rules, or regulations.
- Recognized with General Manager award for leading high priority release: Software Assurance Benefits 1.0 by driving cross-group collaboration with Customer Service and Support, Engineering, Product Marketing, Sales, Finance, and WW Operations Subject Matter Experts (SME) and delivering clear and detailed project deliverables.
- Awarded Six Sigma Certification for leading, planning, analyzing, and developing new test case creation process which led to a 1/3 reduction in vendor headcount, overhead and condensed overall test case cycle time.

**Microsoft, Issaquah, Washington**

RESPONSE MANAGEMENT TEAM LEAD

**October 2004 – March 2006**

- Team lead for Response Management team which handled managed customer issues with no other path for resolution within Microsoft.
- Led the Office Pilot group focused on Office product issues; as Team Lead handled highest priority customer issues (Executive Level – “ExecHot”), supported and trained team members, coached for consistency across team responses, measured KPI's such as time to first touch, time to resolution, and overall productivity rates as a focused group vs. generalists.
- Recognized with Team Key Contributor award for team's pilot success. Remaining Response Management Teams were migrated to focused groupings based on the success of pilot.

**Microsoft, Issaquah, Washington**

DEVELOPMENT SUPPORT TECHNICAL SUPPORT

**February 2002 – October 2004**

- Awarded top performance review rating during review cycles while consistently exceeding all KPI Indicators in role and achieving Microsoft Certified System Administrator certification. Team leader and mentor to team.

**E D U C A T I O N**

<b>University of California, Berkeley</b> – Master of Information and Cybersecurity	GPA 3.5	<b>Anticipated August 2023</b>
Cybersecurity 200 Beyond the Code: Cybersecurity in Context		
Cybersecurity 202 Cryptography for Cyber and Network Security		
Cybersecurity 204 Software Security		
Cybersecurity 206 Programming Fundamentals for Cybersecurity		
Cybersecurity 207 Applied Machine Learning		
Cybersecurity 290 Web Application Security Assessment		
Cybersecurity 242 New Domains of Competition: Cybersecurity & Public Policy		
Cybersecurity 210 Network Security		
Cybersecurity 295 Capstone		
<b>Stanford University</b> – Code in Place: 2021 cohort		<b>2021</b>
<b>UC Berkeley</b> – Data Analytics and Statistical Coding		<b>2020</b>
<b>Washington State University</b> – Bachelor of Arts English		<b>1998</b>