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| Jen Barrick | laeren@gmail.com| 206.794.2237  http://www.linkedin.com/in/jenbar |

## Summary

Versatile engineer with deep web development experience, from back-end systems building and production automation, to front-end coding/design and feature analysis, to project and release management; 15 years cross-platform experience, with a particular passion for the international web

## Skills

* XML, HTML, CSS, Perl, Source Depot (strong)
* Batch, PHP, MySQL, Bash, git (proficient)
* SQL, PowerShell, JavaScript, Java (familiar)
* Internationalization and localization
* Process improvement and automation
* Feature definition and design

## Experience

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| International Project Engineer / Production Engineer / Senior Content Engineer | Microsoft 2006—2014 |

Led round-the-clock international team supporting http://windows.com in 36 languages and 62 markets, from Windows 7 beta release through Windows 8.1; worked with cross-functional partners worldwide to continuously deliver locally relevant content and expand platform capabilities

* Devised method for and worked with engineering to implement feature that allowed simultaneous work against current/future site: ability to publish ahead and merely “flip the switch“ to reveal content reduced Windows 8 launch to < 1 hour process vs. 17 hours for Windows 7
* Designed/developed various tools/scripts that enabled constant scale as site grew to web’s 10th most-visited, with 10,000+ pages generated via 300,000+ XML files; many of these tools were adopted outside team or incorporated into core platform functionality
* Worked closely with site management, content authors, localization and engineering to identify requirements for and help spec and improve http://windows.com’s CMS/pipeline/rendering platform
* Acted as functional team lead all-up during multiple and extended management changes, and directly managed multiple onsite and offshore vendor teams
* Trained both full-time and vendor engineers; drove team buy-in on lightweight documentation model that increased documentation coverage from near-zero to near-complete in < 6 months
* Owned global front-end look and feel for http://windows.com, ensuring that all sites (including East Asian and right-to-left languages) rendered properly at all responsive breakpoints
* Designed/developed custom style model that enabled site managers and content authors to deliver complex experiences without breaking brand or requiring involvement from engineers
* Took over failing http://explore.live.com launch 1 month from release and successfully managed execution to original schedule, and later planned/executed migration to http://windows.com
* Implemented predictable cadence, triage process, structured request model, and code review methodology for team, and created technical support model for self-service publishers
* Oversaw technical consolidation of pre/post-sales content across all markets/multiple products onto http://windows.com; managed the Windows 7-8 and Internet Explorer 8-11 global releases as well as the full migration of all localized Vista content simultaneous with Windows 7 launch
* Owned all international production tasks for Vista's localized Help site end-to-end; worked with site management to identify requirements for new site features and designed/developed several front-end features including an RSS parser for integrating partner content

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| Localization Program Manager | Microsoft 2005—2006 |

Managed multiple content projects end-to-end, including Windows Vista (as part of a collaborative team) and Windows Media Player 11 (solo); specialized in automating file management and bug analysis tasks

* Designed/implemented comprehensive audit automation for Vista content localization effort that was key to accurately shipping such a complex product in 34 non-English languages
* Co-designed and developed content build system that enabled delivery of all localized in-product Vista Help content when core system was unable to produce non-English content at scale
* Successfully partnered with core build team to design and implement global build solution for WMP11 content, removing need for separate English/non-English systems
* Built localized Windows for content verification and troubleshooting, and consulted on international build process/automation opportunities for multiple teams
* Designed/developed general file management automation that dramatically reduced check-in errors across multiple team projects; became team’s go-to technical person for a variety of internal tools
* Took on ownership of neglected internal SharePoint site/external SharePoint portal; fully revamped information architecture and functionality

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| Localization Program Manager (contract) | Siemens Business Services @ Microsoft 5/2005—9/2005 |

Managed check-ins and coordinated testing of localized HTML and CHM content for the legally-mandated Windows XPN release; built dynamic CHM content to make and validate in-house technical fixes

* Troubleshot bugs for 20+ languages; fixed in-house or drove outsourced fixes depending on available resources, schedule, and regulatory impact
* Analyzed complicated status of Slovak/Slovenian Help, including automating depot retrieval and file comparisons, to ensure those languages shipped with legally-compliant and appropriate content
* Edited Flash content/audio for Japanese “dynamic tour” when original vendor was unable to deliver

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| Graduate Research Assistant (unpaid, for credit) | University of Washington 2003—2005 |

Instrumented and administered sites using PHP and Perl to run web-based experiments on information design with research team in the Department of Technical Communication

* Developed, tested, and documented unobtrusive tools to track research data online
* Created framework for generalized experimentation that team continued to use for several years
* Assisted with graphical and statistical data analysis, conducting literature reviews, writing and editing journal and conference articles, and presenting at conferences

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| Graduate Assistant | University of Washington 2003—2005 |

Supported variety of technology initiatives for campus computing department, including technology research/prototyping, infrastructure server administration, and staff technical support

* Administered/developed new content and tools/databases for internal training program; co-managed program itself and assisted with hiring/training/managing staff working in computing labs
* Edited reference site for Walk-In Workshop Program, contributing to award for excellence in electronic instructional materials in 2004; provided instructional support
* Provided database and web development/standards consulting services for departmental projects

## Other work experience

### Process Engineer (intern), Sumitomo Kagaku (Osaka, Japan) 6/2003—12/2003

### Seattle Public Schools Coordinator, University of Washington 2002—2003

### Computer Lab Consultant, University of Washington 1999—2002

## Education and certifications

M.S., Technical Japanese (Technical Communication focus), University of Washington, awarded 2005

Localization Certificate, University of Washington Extension, awarded 2005

B.A., Japanese Linguistics, University of Washington, awarded 2002

B.S., Chemistry, University of Washington, awarded 2002