

Lydia Ash

Senior Program Manager

lydia@lydiaash.com

Professional Experience

2005 - Present Google

Senior Program Manager and Senior Engineering Manager

Currently providing executive management consultation to improve organizational effectiveness and overall impact. Consulting to leaders and teams to provide services in areas such as mission formation, strategy development, decision making, negotiation, retreat facilitation, effective manager development, and employee engagement. Consulting to intact leadership teams to crystallize their vision, communicate effectively, and coordinate all levels. Designed and facilitated innovative training and development events addressing complex organizational issues. Using personal management experience and subject matter expertise worked with executives and senior leaders to identify opportunities and tradeoffs for leading their organizations focused on meaningful business outcomes.

Recruited by Google to build an engineering organization responsible for testing all products produced at the Seattle/Kirkland sites. Directed a cross-functional team developing, assessing, and improving software. Promoted and accepted management of testing in other engineering sites including all products in the Client business unit. Designed the organizational strategy for the New York and Boston test organizations. Managed significant number of concurrent project deliverables. Restructured organization to increase impact with constrained resources. Contributed to design of products developing testing strategies appropriate to each product, establishing release criteria, and providing direction. Established metrics for analyzing defect trends, measuring coverage, and monitoring progress. Built and directed a data analysis team to work with the webmaster SEO community.

Joined Google's Transformation Team consulting internally on organizational effectiveness, incentive structures, and their alignment with corporate strategy. Worked with teams to assess activities across organizations evaluating business processes, responsibilities, impact, fragmentation, and gaps, and driving process excellence using data to inform decisions. Built tools and resources for leaders. Facilitated organizational change bringing alignment through new organizational design.

Recognized by TechFlash as one of Seattle's top 100 women in technology.

Products

Google Desktop
Google Toolbar
Google Updater
Google Pack
Google Maps (GeoData and pathing)
Google Apps for Your Domain
Gmail
Google Talk
Google Calendar
Google Click-to-Call
Google Website Optimizer
Google Sitemaps
Webmaster Tools
Lively
Google Video and Video Player
Google Music Trends
Various Google Ads optimization projects

1999 - 2005 Microsoft

Lead Software Development Engineer in Test

Technical lead for testing the Outlook Web Access product with direct ownership of the key features. Engaged in risk analysis, feature costing, test planning, and feature set decisions. Recruited by the NetDocs Web Access team to manage their testing strategy and test engineers. Managed teams through product definition, design, and testing stages. Built the testing teams that owned the most visible

Microsoft Outlook Web Access
Microsoft Exchange
Microsoft Outlook
NetDocs Web Access (unreleased)

areas of the Exchange 2003 release as well as many of the core features. After launching OWA 2003, merged the test engineering team into the Server and Tools Division. Managed two teams of development engineers focused on testing Outlook Web Access 12. Drove architecture reviews and testing for OWA 12. Recognized by senior management for impact via several promotions and awards.

1998 - 1999 Endura Corporation

Project Specialist and QA Engineer

Project management specialist for Endura's support team. Improved communications and coordination with other departments, which led to accurate project planning and reduced elapsed issue resolution time by half. Delivered first usability assessment for the core functionality of Advanced Order Management Enterprise suite identifying many workflow redesigns to optimize user interactions. Asked to join the engineering team as a QA engineer. Planned testing, developed test scripts, and executed tests on Endura's suite of applications. Lead tester on automated regression test suite project.

Advanced Order Management
Enterprise suite

1995 - 1998 State University of New York

Academic Specialist and Web Programmer

Complete management of computing resources and personnel for the School of Art + Design. Worked with faculty members to design and develop multimedia courseware. Team member working with university committee to define, execute, and deliver the university's first planned website.

Multimedia courseware
Network administration
Facility planning and management

Publications

Author of the book *The Web Testing Companion*

This book is one of the foundation books now given to new Google employees and is highly acclaimed in the web development community.

Consulting expert for the recently published book *Software Requirement Patterns*

Conference of the Association for Software Testing (CAST) 2007 - *Data Set Analysis*

Select Presentations

Grace Hopper Conference 2009 panelist - *Women and the Flat Connected World*

Technology and Education keynote - *Building the Skills for Success*

Conference Chair for GTAC 2008

Women in Leadership Symposium panelist 2008

New York Test Engineering Forum panelist 2007

Conference of the Association for Software Testing (CAST) 2007 - *Data Set Analysis*

QA SIG and CAST 2007 panelist - *Software Testing Exhibition*

Society of Women Engineers 2007 - *Working in the Innovation Factory*

University of Washington 2006 - *Essential Skills for Web Testers*

Pacific Northwest Software Quality Conference (PNSQC) 2006 - *A Peek Inside Google's Innovation Factory*

Google presentation 2006 - *Network Analysis*

Association for Women in Computing 2006 - *AJAX in Action*

Amazon engineering talk 2006 - *5 Ways to Make Your Web Testing More Effective*

Delivered Google workshops on negotiation, communication, work presence across cultural differences, presentation skills, and time management

Education

B. Sc. State University of New York - Magna cum Laude

Other Activities

2009 - Present WFA (non-profit)

Director and Chair of Regulations Committee

Negotiated with the Washington Department of Fish and Wildlife and USF&WS on the development of new regulations and legislation. Wrote draft regulations and legislative proposals.

Worked with Washington state legislature educating legislators on raptor regulations, and developing appropriate legislation for the conservation and responsible use of wildlife.