

# Patricia Ensworth

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Information technology / software engineering professional experienced in project and program management, business and systems analysis, process design, usability research, security and operational risk management, offshore and nearshore outsourcing, quality assurance, and training design and delivery. Results-oriented leader skilled in qualitative and quantitative research methods, oral and written communication, and leadership of global, multicultural distributed teams.

## P R O F E S S I O N A L   E X P E R I E N C E

**HARBORLIGHT MANAGEMENT SERVICES**, New York, NY 2003 - 2005, 2007 - present

### **President**

- Manage a consulting firm providing services to corporations, government agencies, and non-profit organizations.

#### *Sample Clients:*

#### Global Investment and Retail Bank

Led an IT Security program to adapt engineering and operations practices as a defense against malware.

#### Global Financial Services Firm

Established a program to improve reliability of 3000 software applications in four capital markets divisions.

#### Eminent Cancer Hospital and Research Center

Developed and delivered customized project management training for the entire IT department.

#### American Management Association (ongoing)

Teach public and private client seminars on project management and business analysis throughout the U.S.

For further information please visit [www.harborlightmanagement.com](http://www.harborlightmanagement.com).

**UBS INVESTMENT BANK**, New York, NY 2005 - 2007

### **Director, Quality Assurance Manager - Fixed Income, Rates and Currencies IT**

- Led a program to develop and implement divisional software testing and nearshore/offshore outsourcing strategies. FIRC IT comprised 8 lines of business (Commodities, FX, IRDs, Mortgages et al.) and employed 2000 people.
- Resolved security and operational risk problems with the division's primary outsourced supplier of development and testing services. Achieved compliance with Tier 1 vendor standards and expanded the relationship by nearly 100%.
- Founded the first unified divisional QA organization, establishing regular communication with software test managers in different business lines. Developed methods for collective budgeting and infrastructure planning. Established Center of Excellence to rationalize tool selection and negotiate with vendors for cost savings.

**MOODY'S INVESTORS SERVICE**, New York, NY 1993 - 2003

### **Vice President, Quality Assurance Manager - Systems Development Group**

- Founded and led the firm's first usability engineering and quality assurance teams.
- Represented the quality assurance function on the management team responsible for creating a Project Office. Formulated appropriate models for quality assurance activities during all phases of an IT project life cycle.
- Coordinated quality assurance activities and workflow with the service delivery manager for the outsourced vendor supplying 30% of software engineering resources.
- Created curriculum and materials for training technical support staff and end-users. Delivered training in New York, London and Tokyo. Wrote user, system, and technical support documentation.

**MERRILL LYNCH**, New York, NY 1985 - 1988

### **Systems Analyst - Advanced Office Systems Group**

- Supervised test teams; created test plans, test cases and test data; coordinated marketing, documentation and support efforts; wrote and edited documentation and training materials.
- Tested and deployed applications in retail branches; provided telephone support for internal customers.

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 EDUCATION

**Northwestern University**, Evanston, IL - B.A. in English, Phi Beta Kappa

**Columbia University**, New York, NY - M.A. in Anthropology

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## CERTIFICATIONS / MEMBERSHIPS

Project Management Institute - Project Management Professional (PMP)

International Software Testing Qualifications Board - Foundation Certificate (ISTQB)

American Society for Quality - Certified Software Quality Engineer (CSQE)

IEEE Computer Society; Association for Computing Machinery; ACM Society for Computer-Human Interaction

Usability Professionals Association; Interaction Design Association

American Anthropological Association; National Association of Practicing Anthropologists; Society for Applied Anthropology

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## PUBLICATIONS

“The Outsourcer’s Apprentice: 100 Questions for a Successful Engagement” - *CIO.com*, August 13, 2010.

“Inside and Outside the Box” (essay) in *Beautiful Teams*, ed. Andrew Stellman and Jennifer Greene  
(Sebastopol, CA: O’Reilly Media, 2009)

*The Accidental Project Manager: Surviving the Transition from Techie to Manager*  
(New York: John Wiley and Sons, 2001)

“Profiles in Practice: Providing Cultural Translation for Global Financial Services”  
(Article by Shirley J. Fiske on Patricia Ensworth) - *Anthropology News*, March 2007

“Culture Clash” - *CIO*, November 1, 2003

“A Bug-Squasher’s Life” - *Salon*, April 4, 1999

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## LECTURES / PRESENTATIONS

*Ethnography Under the Corporate Radar: Aliases for Business Careers* (paper)

American Anthropological Association annual meeting - New Orleans, November 2010.

*Silence and Silos: The Problems of Fractured Thought in Finance* – featuring Gillian Tett, *Financial Times* (session chair)

American Anthropological Association annual meeting - New Orleans, November 2010.

*Teaching Quality Assurance in the Computer Science Curriculum.*

City University of New York, Institute for Software Design and Development - New York, November 2006.

*The Accidental Project Manager: Roles and Responsibilities for the Newly-Promoted.*

Software Development Best Practices Conference - Boston, September 2005.

*Project Management: A Force To Be Reckoned With.* EuroSTAR Conference Workshop - Cologne, November 2004

*Human Boundary Conditions: Cross-Cultural Issues in Software Engineering.*

EuroSTAR Conference - Cologne, November 2004

*The Accidental Project Manager: QA to the Rescue.*

Society for Software Testing, Analysis and Review, EuroSTAR Conference - Amsterdam, December 2003

American Society for Quality, International Conference on Software Quality - Dallas, October 2003

*QA Road Maps and Training Wheels.* Software Process Improvement Network - New York, September 2003

*Whose Rules? Project Management Across Cultures.* New York University - New York, April 2003

*"What's That Supposed to Do?": The Archeology of Legacy Systems.*

Software Quality Engineering, STAR East Conference - Orlando, Florida, May 2002

*Rating IT Quality: Software Project Management and Business Risk.*

Moody's Investors Service, Speakers' Corner - New York, February 2002