CASS BREWER, PMP

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SUMMARY

I'm a Project Management Institute (PMI)-certified technical program manager with deep knowledge of business, technology, security, and privacy risk and compliance. As strategic leader and and co-worker, I'm known for systems thinking, data-driven decisions, and earning trust.

EXPERIENCE

Sr. Program Manager: Selling Partner Data Governance
Amazon.com, 5/2021-present, Seattle, amazon.com
Own global assurance program for data protection, privacy, and business sanity in sharing sensitive data with over 6 million Amazon Marketplace merchants and 3P developers.

- With partner trust and abuse detection teams, defined patterns and detection algorithms for seller pricing and inventory abuse, covering over 1.5MM active sellers processing 50MM transactions/day.
- Wrote risk briefs, aligning cross-functional stakeholders on risk mitigation priorities and plans.
- With security org, defined security audit program for Amazon's marketplace APIs, reducing regulatory enforcement and customer trust risks across hundreds of reports and product APIs.
- Designed risk scoring and decisions tool, reducing data-sharing review time by 30% across the board.
- Baked data governance standards and checkpoints into product design, engineering, and risk/trust practices.

Sr. Program Manager: Technical Training and Documentation
Amazon.com, 4/2017-5/2021, Seattle, amazon.com
Led training and documentation program for product experimentation and buyer abuse detection organizations.

- Led anti-fraud and anti-abuse training strategy for tenured risk investigators in customer trust org.
- Built product-experimentation training strategy and content, delivering live and online trainings to 5000+ engineers, risk investigators, and product/program managers over three years.
- Represented voice of the customer to product-experimentation system engineers, driving usability improvements that reduced decision defects in product launch decisions (launches that quantitatively negatively impacted Amazon or customers) by 10% in first year.

Writer
The Tor Project, 4/2016-4/2017, Seattle, torproject.org
Wrote and managed grant projects for global privacy software non-profit. Built and delivered privacy eLearning.

- Wrote winning proposals for over $18 million in international public and private grants supporting technical and human rights programs.
- Coached engineering and leadership to define and document program plans, including logical frameworks, scopes, budgets, and impact assessments.
- Built and presented digital privacy and software training materials.
- Designed and built PHP/MySQL software tool to track progress on grants and projects.

Program Manager, IT Governance, Risk Management & Compliance
Truth to Power LLC (T2P), 6/2008–12/2016, Seattle, [site offline]
Ran global research and development projects for IT, audit, and compliance managers.

- Designed and built tech risk and assurance products, including IT policy templates, IT audit checklists, and compliance training materials used by companies, NGOs, and governments worldwide.
- Managed projects for publishing, software development, and business development.
- Provided technical education and support for professional membership of over 5000 IT, business, audit, and compliance leaders from more than 2000 companies in 54 countries.
- Designed, built, and documented SaaS software for IT risk analysis, including risk and control quantification.

Tech Writing Lead
Accretive Technology Group, 8/2014–1/2016, Seattle, accretivetg.com
Led internal documentation for the engineering team behind one of the world's top streaming video websites.

- Developed and managed software documentation projects, goals, strategy, and standards.
- Wrote software design documentation, requirements and use cases, data flow and ER diagrams, UML diagrams, and API specifications.
- Led internal focus groups, brainstorming sessions, and facilitated workshops to interactively document developer needs, development processes, and software architectures.

Product Manager, Technology Risk and Compliance
Keross FZ-LLC, 8/2009–4/2010 and 1/2012–11/2012, Seattle, keross.com
Helped launch two companies focusing on IT service- and risk-management solutions. Role encompassed product management, business analysis, project management, and information architecture.

- Worked with technical staff and leadership to write end-user documentation, requirements documents, technical specs, and product messaging.
- Wrote strategic roadmaps and business and marketing plans for two software/service startups.
- Designed, built, and managed public websites on CMS platform.

Research Director, IT Compliance
IT Compliance Institute (ITCi), a division of 1105 Media, 12/2004–1/2008, Seattle, [site offline]
Ran a global analytical group for IT risk management. Role encompassed product and operational management, business analysis, community development, publishing, and information architecture.

- Wrote regulatory analyses, training presentations, articles, research papers, and training webinars for IT compliance, risk management, and reporting.
- Managed Agile project for SaaS IT compliance knowledgebase development and launch.
- Managed member communications, strategic partnerships, and distributed editorial staff.
- Provided mentorship, education, and end-user support for a 15,000-member community.

EDUCATION

B.A., Fine Arts, University of Minnesota, Minneapolis (1992)

Certifications and Coursework
- Amazon product experimentation Bar Raiser Training (2019-20)
- Project Management Institute: Project Management Professional (PMP) (2016-current)
- US Coast Guard Auxiliary: AUX-10 Information Systems Staff Training (2010)
- FEMA emergency management courswork (2010-2013)

SOFTWARE & TECHNOLOGIES

Expert: Office software; MS Project and similar project management software; JIRA and similar issue management software; MS SharePoint; enterprise wiki platforms; CMS software; Visio, graphing and diagramming tools, Adobe Creative Suite; HTML; CSS.

Skilled: PHP, MySQL, XML, Javacript (JQuery), MS Access, Articulate Learning Management System. Adobe Authorware, Moodle, Salesforce.com.