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Summary:

10+ years of experience in program/project management in structuring sales enablement and marketing initiatives, mobilizing developer outreach efforts with high efficiency, and increasing cross-team productivity with knowledge management and content resources. My experience includes Google plus projects for Facebook, Apple, and Cisco. Let's discuss plans for achieving company goals and exceeding customer expectations!

Professional Experience:

Program Manager, Developer Relations for Google Assistant / Actions on Google (06/2017 – 05/2019)
Google (thru Adecco Staffing), Mountain View, CA

- **Program management**
 - Launched the [Google Assistant Developer Community Program](#): Defined dashboard requirements, managed Google hardware procurement & shipping, tracked program budget, coordinated exclusive online events, tracked social commentary, and ran weekly meetings. With the goal of creating buzz for the platform and incentivizing developers to create quality apps for the Google Assistant, an inspired developer created a buzz with the “Google Assistant T-Shirt UnBoxing” [YouTube video](#) that has 3,816 views; 40 likes & 52 comments. It’s the 2nd most popular video when [searching](#) for the program!
 - Took complete ownership of the team’s Google hardware, swag procurement & inventory distribution.
 - Co-wrote Assistant Google Developer Expert Hardware Program proposal to scale advocacy efforts.
- **Developer community outreach & Event management**
 - [Google I/O 2019](#): Coordinated [Twitter Actions on Google social](#) postings for a 46% yr-over-yr increase! Sourced feedback from developers at [Actions on Google Meet & Greet](#), organized Google Developer Expert (GDE) social with product stakeholders for community learnings, and created team schedule.
 - [Google Developer Experts](#): Collaborated monthly with Actions On Google cross-team stakeholders to formally examine GDE feedback on focus topics to apply toward the product development process.
 - Managed [Google Assistant developer community program live Q&A](#) events on YouTube Live. Advocated for developers by sharing top discussion topics & learnings with the product team. Coordinated with cross-functional teams to create presentations/messaging, source developer questions, schedule speakers, and partner with the video production team.
 - [Google Developer Days Europe](#) and [India](#): Supported the Google Assistant product area by sourcing content for demo scripts, creating staff schedules, ensuring team met deadlines, answering developer questions in sandboxes, and coordinating shipments.
- **Content management**
 - Increased blog post production by 3x for weekly [Medium - Google Developers](#) blog and [Twitter](#) posts.
 - For tech writers: Created Kanban sprints, triaged bugs & improved workflow. Result: reduced emails.
 - Partnered with marketing to write [developer survey](#) capturing demographic, awareness & usage data.

Documentation Specialist (03/2014 – 04/2017)

Google (thru Milestone Technologies, Inc.), Mountain View, CA

- **Project coordination**
 - Supported roll-out of Google's web application for working with vendors. Ensured teams remained productive during the transition and utilized correct tools. Administered project by defining tools per job function group, working with application owners to test access, and on-boarding workers.
- **Documentation & Program support**
 - Worked alongside Sales, Program Managers, Technical Support and Corporate Admin teams to ensure a frictionless customer experience for the Google client. Created manager and employee resource guides that enabled Milestone Technologies new hires to quickly acclimate to new environments.
 - Created RFP responses, SOWs, QBR presentations, playbooks/run books, training, and flowcharts.
 - Wrote documentation for IT inventory playbook on asset lifecycle management processes (assignment, reverse logistics, testing, and recycling). The knowledge management effort contributed to increased quarterly physical inventory accuracy to 99.95%.

Marketing Communications Manager / Channel Marketing Manager / Marketing Specialist / Operational Resource Training Coordinator (positions held 07/2009 – 03/2014)

Milestone Technologies, Inc., Fremont, CA

- **Project coordination & Operations support**
 - High-impacting organic SEO program: Trained Sales, Product Managers, and Engineers to obtain 80+ positive company recommendations to improve online reputation, optimize organic SEO, and build trust with potential clients by implementing the recommendation platform.
 - Created and administered an OSHA-compliant employee safety training program. Shared weekly completion data reports with management. Refreshed lead training procedures and presentations.
 - Administered marketing budget, contracts, and vendors (ad specialty, printers, venues, and creative).
 - Improved ERP application operations by contributing data requirements and performing QA.
- **Partner marketing & Event management**
 - Partnered with Cisco, Apple, and Microsoft to generate campaigns (lead nurturing emails, video conferencing events, and webinars), promote products, and manage employee certifications.
 - Planned [Client Appreciation Day event](#) (partner marketing, event planning, messaging, and collateral design) to demonstrate Milestone's services around Cisco products and create sales opportunities.
 - Coordinated Mobile Device Management for Enterprise Mobility partner event, offering sales acceleration opportunities through demonstrations.
- **Content development**
 - Wrote press releases. Managed blog and socials on Facebook and LinkedIn. Wrote [company newsletter](#) focused on new services/product offerings, team spotlight, community outreach & kudos.
 - Created presentation slides, [brochure](#), and marketing collateral. Performed press checks.
 - Worked with key stakeholders to win major IT support contracts with Facebook, Google, and eBay by editing for voice, formatting & proofreading sales presentations and RFP responses.
 - Copyedited marketing and internal comms for grammar, readability, accuracy, and style adherence.

Technical Writer (contract 01/2009 – 07/2009)

Milestone Technologies, Inc., Fremont, CA

- **Handbook:** Wrote Support Managers Handbook (policies, on-boarding procedures & management skills).
- **IT playbook:** Wrote procedures for Palm Server Backup Run Book by working with subject matter experts.

Print Design Intern (09/2008 – 12/2008)

Wicked Creative - Advertising, Public Relations, Web, Las Vegas, NV

- **Graphic design:** Created copy and layout for brochures, newsletters, signage and business cards.

Sales Assistant – Classifieds (03/2008 – 06/2008)

Greenspun Media Group – The Home News, Henderson, NV

- **Operations:** Paginated and proofread classifieds section. Worked with sales, production, and clients.

Customer Service Representative (07/2006 – 10/2007)

Pinnacle, LLC, Alameda, CA

- **Print project coordination:** At marketing communications firm, worked with sales, print vendors, and creative to coordinate the pricing, proposals, scheduling, proofing, press checks, manufacturing, purchasing of materials, and logistics of print projects.
- **Client list:** Whole Foods Market; Bare Escentuals Cosmetics; and Orrick, Herrington & Sutcliffe LLP.
- **Projects:** Annual reports, brochures, invitations, signage, stationery, and ad specialty items.

Assistant Project Coordinator (Intern) (7/2005 – 9/2005)

RR Donnelley, Warsaw, Poland

- Proofread and updated multi-language sales catalogs in the pre-press department, interviewed BBDO and Hachette Filipacchi management on workflow, management styles, and business customs.

Technical Writer / Designer (Intern) (07/2004 – 09/2004)

FileMaker, Inc., Santa Clara, California

- Wrote and updated three process documentation projects in the operations department.

Education:

Project Management Training, 2017

Cadence Management Corporation

- Completed 3-day course aligned with A Guide to the Project Management Body of Knowledge (PMBOK®), developed by the Project Management Institute (earned 24 PDUs toward certification).

Professional Sequence in Editing, 2014

UC Berkeley Extension

- Completed *Editorial Workshop* and *Grammar, Mechanics and Usage for Editors* course (2 of 4 courses) toward certification.

Bachelor of Science in Graphic Communication, Concentration in Printing and Imaging Management, Conferred March 2006

California Polytechnic State University, San Luis Obispo

- Completed coursework on product development & launch, print production, typography and pre-press.
- Completed senior project on “Successful International Printing Management.”

Technical Communication Certificate, *Conferred June 2005*

California Polytechnic State University, San Luis Obispo

- Completed coursework on technical writing and editing, document design, writing interactive documents, and usability testing.
- Held positions in Society for Technical Communication student chapter. Attended 51st Annual Conference.

Skills:

- Google Suite (Doc, Sheets, Slides, Gmail, Calendar, Hangouts, Forms, YouTube Live, Keep, Google Groups)
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Visio, SharePoint, and Access)
- Basic understanding of Software Development Life Cycle, Kanban sprints, and Supply Chain Management
- WordPress and Medium; Basic knowledge of HTML and CSS; The Chicago Manual of Style
- Adobe (InDesign, Illustrator, and Acrobat); [Photography](#)