

Aileen Jaitin Pierce

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EXPERIENCE:

Teaching:

I teach web and mobile app development classes to high-achieving college students from varied backgrounds. I also taught Math classes to college students and introductory computer classes to elementary and middle school girls. Teaching experience includes:

- Created and taught Mobile Application Development in the ATLAS Institute which introduces students to the iOS and Android platforms and developing mobile digital media applications. This includes working with the iOS and Android Software Developer Kits, Object-Oriented programming, Objective-C, Swift, Java, and human interface design principles. This is an upper level course that includes undergraduate, graduate, and doctoral students.
- Created and taught Digital Media 2 for the Technology, Arts, and Media program which introduces arts and science students to the development of interactive web applications. This includes the concepts of problem abstraction, algorithm development, object-oriented programming, and debugging techniques, along with the languages JavaScript, PHP, and MySQL. I also teach Meaning of Information Technology, and the senior Capstone course in the TAM program.
- At the Metropolitan State College of Denver I taught an introductory course that covered computer basics, the Internet, Email, and the World Wide Web, including fundamentals of web site creation.
- At Front Range Community College I taught a pre-algebra course that covered whole numbers, fractions, decimals, percents, proportions, ratios, measurements, operations with signed numbers, and solutions of simple algebraic equations.
- Sponsored by the YWCA of Boulder County I developed and taught the Wired Girls class at the I Have a Dream Foundation and Casey Middle School. The class covered computer basics, Microsoft Word, the World Wide Web, and how to create a web site using Microsoft FrontPage.
- Developed and taught application training classes for support and sales representatives, consultants, and customers.

Product Marketing:

I worked in software product marketing for four years in roles of gradually increasing responsibility. Duties included:

- Responsible for entire product lifecycles: Identified target markets; defined product requirements; wrote product collateral, market research papers, and competitive analyses; and worked with sales team to determine pricing and special promotions.
- Successfully shipped five products on multiple platforms.
- Created and delivered presentations in Microsoft PowerPoint to perspective customers and the press.
- Owned strategic marketing partnerships with Microsoft, Netscape, Adobe and Macromedia, including product integration and joint marketing events.
- Served as press spokesperson and managed press tour with CEO and senior executives.
- Responsible for product and technical information on the external web site.
- Managed five people in the areas of marketing, documentation, and web administration.

Technical Support:

I worked in Oracle technical support for four years, starting as a support analyst and working my way up to a managerial position. Duties included:

- Defined and implemented a new Oracle Gold Support Service offering.

- Managed twenty-one analysts in the RDBMS, Language, and Gold support groups.
- Hired fifty analysts over a nine-month period to provide a high level of customer support.
- Reduced outstanding call backlog from 350 to fewer than 100 in five months, while improving customer satisfaction.
- Provided telephone support for Oracle's customers and employees on Oracle's financial applications and RDBMS, from the installation through production phases.
- Handled client escalations.
- Resolved critical issues for Oracle New Zealand as the Support Country Manager.

COMPUTER EXPERIENCE:

Operating Systems: iOS, OS/X, Windows, Unix

Languages: Swift, JavaScript, PHP, Objective-C, Java, HTML, CSS, C, SQL, LISP, Pascal

Applications: Adobe Creative Suite, Xcode, MySQL, iPhoto, iMovie, GarageBand

EMPLOYMENT HISTORY:

University of Colorado at Boulder, Boulder, Colorado

Instructor, Technology, Arts, and Media program, ATLAS Institute, 8/04 to present

Metropolitan State College of Denver, Denver, Colorado

Computer Science Instructor, 1/04 to 5/04

Front Range Community College, Longmont, Colorado

Mathematics Instructor, 1/04 to 7/04

YWCA Wired Girls Program, Boulder, Colorado

Wired Girls Instructor, 10/02 to 7/04

FirstFloor Software, Mountain View, California

Director, Product Marketing, 9/96 to 12/98

VDOnet Corp, Palo Alto, California

Product Marketing Manager, 1/96 to 8/96

Oracle Corporation, Redwood Shores, California

Product Management, Internet Products, 1/95 to 1/96

Worldwide Customer Support, 6/90 to 12/94

VOLUNTEER EXPERIENCE:

High Peaks Elementary, Boulder, Colorado, Webmaster, 8/07 to 5/11

Girl Scouts, Boulder, Colorado, Troop Leader 1/07 to 5/10

Boulder County Safehouse, Boulder, Colorado, Board Member 6/04 to 6/07

Women's Foundation of Colorado, Denver, Colorado, 10/02 to 10/03

Sexual Assault Nurse Examiner (SANE) Program, Boulder, Colorado, 3/01 to 9/01

Mary Keenan for Boulder County District Attorney, Boulder, Colorado, 3/00 to 11/00

PERSONAL: Full-time Mother, 1/99 to 12/03

EDUCATION:

Carnegie Mellon University, Pittsburgh, Pennsylvania

B.S. in Mathematics and Computer Science, May 1990

University of Colorado at Boulder, Continuing Education, Boulder, Colorado

Took courses in Women's Studies and Environmental Studies, 2000-2001