Edd Burke
Technical Program Manager

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I love turning good, sensible ideas into real life solutions. Drawing from years of experience in educational technology and telecommunications, I'm committed to making the 21st century experience better for **everyone.**

Experience

Calix | Technical Program Manager
Telecommunications | Jan. 2023 – Nov. 2024 | Remote

- Led the large-scale onboarding of a new account-based predictive sales engagement platform across the sales organization, driving change management initiatives including pipeline realignment, extensive user training, and requirements gathering from cross-functional teams.
- Spearheaded the enterprise-wide implementation of Adobe Workfront, integrating with Salesforce, Adobe DAM, Snowflake, and PowerBI to centralize marketing campaign management and improve collaboration.
- Coordinated with overseas development teams across multiple time zones, ensuring effective communication with stakeholder and project requirements.
- Transitioned manual spreadsheet tracking to a centralized Salesforce repository for product pricing, facilitating cross-team collaboration and improving accessibility.
- Worked directly with multiple QA teams to develop and document robust systems, ensuring seamless handovers and access for future teams.
- Worked extensively with tools like Jira, Salesforce, PowerBI, Snowflake, Okta and Microsoft 365 Suite.

Bloom Institute of Technology | Program Manager
Educational Technology | May 2019 – Jan 2023 | Remote

- Onboarded over 400 full stack developers and data science engineers, monthly, into cross-functional teams, across various time zones.
- Designed and delivered a personalized curriculum covering Git workflows, UX/UI fundamentals, accessibility, and cross-functional design patterns.
- Provided daily, hands-on problem-solving for teams and individual engineers, leading to successful deployments of ReactJS/NodeJS web applications and Python/FastAPI data models.
- Authored and maintained comprehensive technical documentation for the program's capstone module, serving as a key liaison between learners and instructors.
- Integrated CRM tools like Salesforce, Airtable, and Canvas to streamline operations and resource and asset management from older, static file systems.

Education

- **B.S. Computer Science**, Western Governors University (2023-2025)

- **Full Stack Web Development**, Lambda School (2019)

- **A.S. Computer Information Systems**, Camden County College (2008)