

William F. Grover

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EXPERIENCE

St. Jude Medical / Abbott Labs

Technical Writer

Pleasanton, CA

Oct 2016 – Oct 2019

- Created regulatory submissions for design changes to Class 3 medical devices in Singapore, Malaysia and Thailand.
- Provided technical writing and excel expertise in support of two PMA submissions, as well as various CE / FDA amendments, changes and supplements. Lead initiative to reorganize department network drive. Created Access database for tracking of product approvals and product definitions.

Arcot Systems / CA Technologies

Project Manager / Account Manager

Sunnyvale, CA

Oct 2010 – Aug 2015

- Deliver end-to-end business solutions for financial institutions utilizing Visa and MasterCard's 3D-Secure Authentication protocol for online credit card transactions. Gathered and documented requirements, constructed project plan, managed internal teams through development and testing of solution, trained clients on solution and deployed solution into production.
- *Selected Project Experience*
 - American Express EMEA and JAPA Regions

Implemented solution for American Express EMEA and JAPA regions. Gathered and documented UI, backend and process flow requirements, created business requirements, documented and followed PM methodology through closure of project. Reduced turnaround time for new American Express implementations and change requests by a factor of 60% by leading an initiative to recode the outdated existing process to allow for a more efficient and collaborative flow starting from requirements gathering through development of solution.

- TD Canada CUETS Migration of 1M Cardholders from MasterCard

Lead project through project lifecycle from requirements gathering through completion to migrate existing 3D-Secure implementation from MasterCard's platform to CA's platform and securely transfer all 1M cardholder records worth \$100K+ MRR

Essential Consulting, LLC

Web Designer/Programmer

San Jose, CA

Jun 2005 – Jun 2010

- Designed and built web applications using PHP, MySQL, HTML and CSS. Created and implemented program to track and record employee expenses and wrote and published technical manual for key business product.

EDUCATION

University of California, Berkeley – College of Letters and Science

Undergraduate Bachelor of Science, Economics

Berkeley, CA

Aug 2007 – May 2009

De Anza Community College

Cupertino, CA

Sep 2005 – Jun 2007

SKILLS, CERTIFICATIONS & INTERESTS

Certifications: PMP Certified – Dec 2014

Project Management Tools: MS Project, MS Visio and MS Office

Interests: Soccer, Football, Dodgeball, Mixed Martial Arts, Running, Green Technology