Susan Butler

Digital Privacy and Security Enthusiast

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EXPERIENCE

Product Manager

KERV Interactive | January 2022 - Present

- Manages Product Kickoff and Management for all initiatives for SaaS Team, working with all main stakeholders across several departments.
- Project Manager for ongoing SOC2 Compliance initiative..
- Interviews all incoming Dev/Eng Team candidates.
- Scrum Master and Sprint Planning Lead for 3-week Sprint Cycles.
- Manages and trained my Support Engineer backfill.
- Continues managing the internal QA process, including manual and automated testing (via Endtest).

QA Manager; Support Engineer

KERV Interactive | April 2019- Dec 2022

- Manages the internal QA process, including manual and automated testing (via Endtest).
- Is first line of contact for all HelpDesk inquires, and manages Help Desk tools and documentation.
- Acts as interim Project Manager, helping plan the sprint cycle and extra projects for the team.
- Supports the R&D team by manging interns for data collection, and training neural nets on collected data.

Community Manager

VyprVPN August 2018 - April 2019

- Community Manager and Event Planner for VyprVpn product

Director of Customer Experience

Rogue Signal | July 2016-April 2018

- Maintained and updated websites for internal and external clients, including but not limited to: frontend development, content creation, copy updating, redesigning, domain management.
- Resource managing: password managers, GSuite, VPN services, and more.
- Volunteer Coordinator & staffing for all events and engagements.
- Maintained vendor and sponsor relations.
- Project Management of events. Example – BDYHAX Fashion show, which included coordinating 15+ designers worldwide and 15+ local models for a fashiontech show on a tight budget.

EDUCATION

Southwestern University

BA in Art History

Minor in History

May 2009

3.65 GPA

SKILLS

Product Management

Scrum Management

QA Testing

E-Commerce & WordPress

Adobe Suite

Help Desk Systems

Security Training

Project Management

AI/ML, Neural Net Training

INVOLVEMENT

DEF CON & GothCon

AHA! (Austin Hackers member)

LockCamp

NolaCon

HushCon East

HushCon West

LasCon ATX