

TRACY S.

EXPERIENCE:

HP, Inc.

PageWide Web Press Business – Operations

Corvallis, Oregon

Director of Operations

7/2019 – Present

- Executed supply chain strategy for industrial digital printing presses and consumables, optimizing profitability, growth and customer cost of ownership
- Lead customer support strategy to drive better customer experience and productivity of their digital printing presses
- Lead team of 150 people with vision, compassion and decisiveness

LaserJet Business – R&D

Suwon, South Korea

R&D Cost of Sales Improvement Manager

10/2017 – 6/2019

- Drove Cost of Sales reduction efforts across LaserJet Printer portfolio
- Lead Diversity and Inclusion and HP Culture workstream for S-Print organization
- Mentored and educated NPI team members in HP program management and business fundamentals

LaserJet Business – R&D

Boise, Idaho

R&D Program Delivery Section Manager

4/2015 – 10/2017

- Drove new product introduction delivery program management team
- Drove Cost of Sales reduction efforts across LaserJet Printer portfolio
- Lead organizational prioritization, verification and delivery activities

LaserJet Business – Quality

Boise, Idaho

Product Quality Engineering Section Manager

11/2013 – 3/2015

- Managed warranty spend for LaserJet business, driving millions of dollars in savings
- Drove move to Lean Six Sigma approach to prioritize and improve results from section and key partners
- Increased focus on Managed Print Services cost optimization, partnering with regional partners for implementation

LaserJet Business – Operations

Boise, Idaho

Manufacturing Section Manager

9/2011 – 10/2013

- Lead team driving New Product Introduction (NPI) activities, interfacing with R&D, Customer Assurance and Regional Factory teams to ensure successful ramp and launch of new products into market
- Drove early engagement of Operations engineering staff with R&D to provide DFM feedback during design phase
- Lead Canon-HP supply chain operations forum to ensure alignment on key supply chain initiatives
- Collaborated with Finance to create tool enabling better supply chain and material cost analysis, enabling generation over generation cost comparisons
- Drove IPS-LES Operations collaboration for building an Enterprise-class inkjet-based product

LaserJet Business – Transactional LaserJet Products

Boise, Idaho

Program Manager

9/2007 – 9/2011

- Coordinated cross-functional team composed of representatives from R&D, Marketing, Operations, Customer Assurance, and Finance, to define, implement, test and deliver color and mono LaserJet devices
- Drove initiatives to improve warranty cost, supply chain cost, and field reliability of fax solution
- Worked with strategic vendors to execute product delivery on schedule with high quality within financial goals

LaserJet Business – Color Laserjet Business

Boise, Idaho

Firmware Release Manager

5/2005 – 9/2007

- Delivered Firmware for Apache Laserjet Printer
- Collaborated with ASIC, PCA, Software, Marketing and Manufacturing to plan, mitigate issues and deliver proper feature set
- Managed off-shore vendor to deliver defect fixes and features to firmware development on schedule with adequate quality, performance and cost of delivery
- Collaborated with HP off-shore team to deliver features and defect fixes needed for firmware development

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LaserJet Business – Color Laserjet Business

Boise, Idaho

Firmware Project Manager

7/2003 – 5/2005

- Directed Low Level firmware engineering team to deliver drivers, operating system and ASIC turn-on to various programs
- Managed operating system vendor to deliver new drops of next version of embedded operating system
- Managed budget for equipment, travel, operating system seats, etc.

Personal Systems Group – Personal Storage Business

Boise, Idaho

Project Manager

5/2003 – 7/2003

- Managed team of engineers delivering servo system, mechanical system, firmware, media development for highly integrated storage device
- Collaborated with teams at HP Labs and HP Corvallis to discover media that could meet read and write performance requirements for new storage technology
- Managed silicon vendor to deliver prototype silicon MEMS devices, as well as ASICs to prototype important parts of the integrated device electronics

Personal Systems Group – Personal Storage Business

Boise, Idaho

Firmware/Controller Architect Engineer/Scientist

4/2000 – 5/2003

- Facilitated cross-functional team that developed system architecture for Atomic Resolution Storage (ARS) first generation product
- Led team to define firmware architecture to support ARS product needs, as well as needs of other mobile storage products. Interfaced with European ASIC vendor to ensure design was correct and met our needs
- Drove firmware development effort, producing code well ahead of schedule that ran on an FPGA prototype platform and first silicon of ASIC
- Coordinated exploration of new market opportunities and potential product entry vehicles for disruptive technologies

Information Storage Group – Computer Peripherals Bristol

Boise, Idaho

Firmware Design Engineer

4/1998 – 4/2000

- Firmware Implementation Lead for Computer Peripherals Bristol's first Ultrium tape drive product. Worked with geographically and culturally diverse team (Bristol, U.K. and Boise, ID) to deliver working firmware to meet product development schedule
- Ensured correct operation of compilers, linkers and emulators by working with tools vendors located in Europe and Asia, resulting in improved effectiveness of debug efforts

Inkjet Imaging Solutions – Barcelona Division

Barcelona, Spain

Firmware Design Engineer

7/1996 – 4/1998

- Designed, implemented and debugged firmware to control large format thermal inkjet printers. Worked on cross functional teams to bring new products to market. Visited customers and ISVs and incorporated learnings into product improvements

Peripherals Group – Disk Memory Division

Boise, Idaho

Firmware Design Engineer

6/1988 - 6/1996

- Developed firmware to control high-performance, high capacity SCSI OEM disk drives
- Solved problems for customers and optimized product performance in their environment to build relationships and confidence in the product
- Worked on cross-functional teams to resolve issues and architect systems. Lead firmware engineers to meet aggressive schedules. Coached peers and worked successfully with varied personalities and work styles

EDUCATION: **Stanford University**
Bachelors and Masters of Science in Electrical Engineering

Palo Alto, California
9/1982-3/1988