

## Suzie Eden - Extended Technical Experience

I've held various technology leadership roles in financial services and insurance, and am frequently selected to turn around troubled initiatives. This work led to promotions with increasing responsibility, breadth, and scope. It's impossible to list every software product and framework I've used on a resume for ATS matching, so here's a helpful overview. [Updated 2025.](#)

<b>Business, People, &amp; Product Leadership</b>	
Agile & Lean Methodologies	New Team Formation
Change Leadership	Performance Management
Coaching & Feedback	Porter's Five Forces
Collaboration	Process Design & Improvement
Communications	Professional Services
Conflict Management & Resolution	Project Management
Cross Departmental Prioritization	Public Presentations
Data Analysis & Quality	Requirements Definition
Deployment Strategies	Retrospectives
Executive Presentations	ROI, NPV, IRR
Executive Reporting	Software License Management
Executive Scorecard Development	Statements of Work
Finance (Capex/Opex)	SWOT Analysis
Interpersonal Skills	Talent Development
IT Service Management	Team Building
IT Strategy	Technical Leadership
Kanban	Town Hall Presentations
Kepner Tregoe (Restore & Resolve)	Tuckman's Stages
LUMA Techniques	Vendor Management
Mentoring	

<b>Emerging Technology / Artificial Intelligence</b>
(Coursework in pursuit of AWS Certified Practitioner Certification)
Amazon Bedrock Getting Started*
Amazon Q Business Getting Started*
AWS Artificial Intelligence Practitioner Learning Plan
Developing Generative Artificial Intelligence Solutions
Developing Machine Learning Solutions
Domain 1 Review: AWS Certified AI Practitioner*
Domain 5 Review: AWS Certified AI Practitioner
Essentials of Prompt Engineering
Exam Prep Overview: AWS Certified AI Practitioner
Exam Prep Plan Overview: AWS Certified AI Practitioner
Exam Prep Plan: AWS Certified AI Practitioner*
Exam Prep Summary: AWS Certified AI Practitioner
Exploring Artificial Intelligence Use Cases and Applications
Foundations of Prompt Engineering*
Fundamentals of Machine Learning and Artificial Intelligence
Generative AI for Executives
Official Practice Question Set: AWS Certified AI Practitioner*
Optimizing Foundation Models
Responsible Artificial Intelligence Practices
Security, Compliance, and Governance for AI Solutions

## Frameworks

I'm a 'Freedom within a Framework' leader. Rather than list individual favorites, I will connect you here:

<https://modelthinkers.com/mental-model>

<https://www.mindtools.com/>

<https://www.luma-institute.com/about-luma/luma-system-explore-methods/>

<https://www.strategyzer.com/playbook-library/>

## Application Development & Modernization

.NET Framework

Agile Methodologies

Android Development (Kotlin)

API Gateway Management

API-First Development

Application Refactoring

Canary Releases

Cloud-Native Development

Code Quality Analysis (SonarQube)

Continuous Deployment

Continuous Integration

Database Migrations

Dark Deployments

DevOps Practices

DevSecOps

Feature Flags

iOS Development (Swift)

Java

JavaScript

Kubernetes

Microservices Architecture

Mobile App Development

MongoDB

Node.js

PHP

Python

React

Refactoring Legacy Applications

Regression Testing

Shift-Left Methodologies

Test Automation

Test Driven Development

Unit Testing

XML/JSON

## Product Ownership

A/B Testing

Agile Ceremonies

Backlog Prioritization

Business Model Canvas (BMC)

Customer Jobs, Pains, Gains

Customer Journey Mapping

Data-Driven Decision Making

Feature Prioritization

Feedback Loops

Figma

Frameworks (Scrum / SaFE)

Go-to-Market Strategy

Jira

Lean Startup Principles

Lucidchart

LUMA Techniques

Market Research

Minimum Viable Product (MVP)

Mural

Opportunity Assessment

Pendo

Persona Development

Product Analytics

Product Discovery

Product Market Fit

Product Roadmapping

Product Strategy & Vision

Prototyping

Retention Analysis

Roadmap Communication

Roadmap Planning

Stakeholder Management

Story Mapping

Strategic Planning

Strategyzer & Osterwalder Techniques

Usability Testing

User Acceptance Testing (UAT)

User Experience (UX)

User Interviews

User Stories

User Testing

UX Research

Value Proposition Canvas

<b>Information Security &amp; Governance</b>	
Active Directory	Privileged Access Management (PAM)
Archer	Qualys
ArcSight SIEM	Risk Assessments
AWS Security Certified	Role-Based Access Control (RBAC)
Business Impact Analysis	SaaS Migrations
CCSP & CISM Certified	SailPoint
CIA Triad	Security Audits
CyberArk	Security Awareness Training
Data Loss Prevention (DLP)	Security Process Definition
Disaster Recovery Planning	Single Sign-On (SSO)
GDPR/CCPA compliance	SOC 2
Governance, Risk and Compliance (GRC)	SPLC (Secure Product Lifecycle)
HIPAA Compliance	SSL Certificate Management
IaaS Migrations	Third Party Assessments
Identify and Access Automation (IAM)	Vendor Risk Management
Incident Response	Vulnerability Management
MFA	Zero Trust Architecture
NIST frameworks (CSF, 800-53)	
OWASP & CWE	
PCI DSS	
Penetration Testing	
Policies and Governance	

<b>Certifications</b>
<b>Current / Non-Expiring</b>
ISACA Certified Information Security Mgr (CISM)
Design Thinking & Creativity for Innovation University of Queensland
AWS Certified Solutions Architect Associate
AWS Security Specialty
Azure Foundations
DASA DevOps
ITIL Expert Managing Across the Lifecycle (Operational Support & Analysis, Release Control & Validation, Service Strategy, ITIL Foundations)
<b>Previous / Expired Certifications</b>
Project Management Professional (PMP)
ISC2 Certified Cloud Security Professional (CSSP)
MCSE
MCT (taught Networking Essentials, Windows Server Administration & MS SQL)
Comptia A+

<b>Infrastructure &amp; Operations</b>	
Alerting and On-Call Management (xMatters)	Log File Monitoring & Management
Ansible	Message Queuing (RabbitMQ, Kafka)
API definitions	Microservices Architecture
APM (NewRelic, Dynatrace, Tealeaf)	Multi-Cloud Strategy
Application Performance Monitoring	Network Monitoring
Automated Infrastructure Build\Decom	Network Segmentation
Automation, Orchestration & Workflows	Openshift, Kubernetes & Docker
AWS Cloud Technologies	Patch Management
Azure Cloud Technologies	Performance Tuning
Capacity Planning	Problem Management
Change Management	Release Management
CI/CD Integrations	REST and SOAP
CMDB Asset & Configuration Mgmt	Rollback Strategies
CMMI Maturity Assessments	SAAS Migrations
Configuration Management	ScienceLogic
Content Delivery Networks (CDN)	ServiceNow & Service Catalog
DevOps	Site Reliability Engineering (SRE)
Discovery Tools	Software Development Lifecycle SDLC
DR/BCP Readiness	Software Testing
Edge Computing	Source Code Management
End-to-End Automation	Splunk
Enterprise Management Software	SQL, Oracle and Databases
HP/MicroFocus Software Products	Synthetic Monitoring
HTTP/HTTPS	System Administration
Hybrid Cloud Management	TCP/IP, DNS, VPN
IBM Maximo & Tivoli Products	Technical Integrations
Incident Management	Transaction Monitoring
Incident Response	Troubleshooting
Infrastructure & Operations Mgmt	Version Control
Infrastructure as Code (IaaS)	Virtualization
Infrastructure Tools	vRealize Automation & Orchestration
ITIL Process Definition & Improvement	vRealize Business
Jenkins	

<b>Enterprise Systems</b>	
Acoustic	MuleSoft
Adobe Experience Cloud	NetSuite
ADP	Okta
Archer (RSA)	Salesforce
Ariba (SAP)	ServiceNow
Atlassian (Jira, Confluence)	SharePoint
Concur (SAP)	Slack
DataDog	Smartsheet
DocuSign	Splunk Enterprise
Google Workspace	Tableau
IBM Maximo	Workday
Kronos (UKG)	Zendesk
Marketo	Zoom Enterprise
Microsoft Suite	

<b>Fundamental Cloud Technologies</b>	
AWS Solution Architecture Certified AWS Security Certified AWS Compute, Network & Storage AWS Identity and Security Services AWS Monitoring & Automation AWS Org Management AWS Cost Control AWS Well-Architected Framework	Azure Fundamentals Certified