ASHLEY M. GJØVIK – CV

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SUMMARY

Expert project and program manager with over ten years of experience leading multi-million-dollar global projects at Fortune 500 companies and over twenty years of professional experience across numerous sectors and functions. Juris Doctor with research, litigation, advocacy, and publication experience in human rights, public policy, and international law. Adept at managing complex projects and large cross-functional teams, and collaborating with diverse stakeholders on high-stakes objectives. Committed to maintaining a reputation based on exemplary performance. Over ten years working in local & state government. Awards for exceptional professional and academic performance.

EDUCATION

Juris Doctor (Doctor of Law) **Santa Clara University** 2018–2022

- Electives: Administrative Law (A-), & Human Rights (A), Transitional Justice (A), Restorative Justice (B+), Environmental Law (A), Public Health (A), Employment Discrimination (P), Labor Law (A), Immigration Law (P), Technology Licensing (P), Statutory Analysis & the Legislative Process (A), Advocacy (A)
- Dean's List; Emery Merit Scholar; CALI/Witkin awards for top grade in the class: Public Health Law, The Legislative Process & Statutory Analysis, Real Property Law

Certificate in Public International Law, *with honors* **Santa Clara University** 2018–2022

Study Abroad: Transitional Justice **University of Oxford** 2021–2021

Bachelor of Science, Liberal Arts & Sciences **Portland State University** 2007–2012

- Minors in Literature & Writing; Dean's List & Sigma Tau Delta International English Honors Society

TRAINING & CERTIFICATIONS

Certificate in Regulatory Compliance	**UPenn (Coursera)**	2023
Certificate in Cybersecurity Foundations for Risk Mgmt	**USG (Coursera)**	2023
Project Management Professional (PMP)	**PMI, Cert. No. 1672877**	2013–Current
Business Continuity Certificate	**PMI**	2022
Foundation Certificate in IT Service Management	**ITIL**	2013

EMPLOYMENT & CONSULTING EXPERIENCE

Owner & Principal Consultant **A.M. Gjovik Consulting, LLC** 1/2022 – Current

Business consulting and expert consultant services focusing on program management, risk management, reporting and presentations, and research and investigations.

Program Manager **Northeastern University,** Boston 9/2023-9/2024

The Intelligent Solutions to Urban Pollution for Equity and Resilience (iSUPER) Impact Engine will pair low-cost, adaptable sensing technologies with novel pollution prediction models to accurately identify hyperlocal pollution hot spots in real time. This innovative use of these technologies will generate neighborhood-level data that will help guide decisionmakers towards effective governance and policymaking.

Expert Consultant, Program Management **Private Law Firm,** California 6/2022 – 7/2022

Expert consultant providing research, reporting, and advising related to program management and risk management on a consumer rights and fraudulent business practices class-action lawsuit.

Human Rights Researcher & Writer **GreatFire,** France 5/2022 – 10/2022

Researcher issues focused on digital platforms, censorship, and freedom of expression. Produced analysis, reports, and visual presentations. Conducted in-depth studies and investigations. Conducted legal analysis and comparative studies of the legal framework in authoritarian regimes and how it relates to business practices in these countries. Presented dashboard at AccessNow's RightsCon in 2022.

Human Rights Legal Case Worker **Asylum Seeker Resource Centre,** Australia 8/2021 – 12/2021

Caseworker assisting the Human Rights Law Program by providing advice and assistance to people seeking asylum at all stages of the refugee determination process. Prepared protection visa applications, statutory declarations, Freedom of Information requests, case summaries and chronologies, and legal submissions. Legal research, including country of origin information, human rights reports, and relevant case law.

Senior Engineering Program Manager **Apple, Inc** 1/2017 – 9/2021

- Managed programs/projects varying from planning for software features and new hardware products, product after-action reviews, cross-functional communication and technical process improvements, deploying new internal tools and automation, and employee satisfaction and engagement initiatives.
- Frequently brought in as a "fixer" for a variety of large, cross-functional programs with complex, systemic issues. Chief of Staff & advisor to the executive team. Led focus groups and incorporated feedback into future initiatives.
- Led engineering roadmap and employee capacity planning for a global 100+ employee hardware organization. Created process and predictability around product/release communication and system quality milestones. Directly involved in system (hardware, software, firmware, and integration) planning, testing, and sign-off of every new Mac computer under development and/or deployed from Jan 2017-Sept 2021. Change Manager for the transition from Intel to Apple silicon in Mac computers.
- Managed large, cross-functional initiatives for the Product Systems Quality senior leadership team. Responsible for technical and non-technical project communication and coordination across the global 500+ employee PSQ organization. Co-founder of a large PSQ women's community group. Project lead for a new company-wide voting & civic engagement project in 2019-2020.

Legal Researcher, Human Rights **Law Foundation of Silicon Valley** 8/2020 – 12/2020

Researched conditions at the Santa Clara County jails (3,000+ inmate capacity) during the COVID-19 pandemic. Summarized reports in the news, from government agencies, and interviews with inmates. Resolved or highlighted discrepancies, synthesized information, and provided targeted follow-up action items.

Legal Intern, Software Products & AI Ethics **Apple, Inc** 5/2019 –8/2019

- Performed comprehensive research around the industry direction of Artificial Intelligence social responsibility policy. Analyzed insights from various sources, including proposed US and international regulations, government reports, academic papers, and reports from NGOs. Distilled findings into a roadmap for internal discussions. Led conversations with cross-functional senior AI leaders across the company. Directed discussion through the policy points roadmap and derived common concerns and existing processes from each leader and their organization. Synthesized findings and distilled best practices for ongoing policy discussions.
- Researched IP-infringement complaint processes related to the distribution of digital assets. Synthesized research findings and presented to Software, Copyright, and Trademark legal leaders. Research summary became the foundation for implementing new processes.
- Performed high-level research survey of the legal landscape for new AR-based technologies. Synthesized findings, including analogous common law and local and international regulations. Findings were used as a baseline for additional in-depth research and for strategy discussions.
- Analyzed major service integration contracts related to "Siri." Summarized key terms and obligations into a quick-reference compliance guide for use by Legal, Engineering, and Marketing teams.
- Assisted with drafting and reviewing a contract with a third-party vendor to license in digital assets.
- Analyzed and reviewed software licenses to determine the legal risk of incorporating specific open-source software into Apple's products, services, and technologies. Reviewed OS SLAs and several major application SLAs, and offered proposals to increase clarity and reduce ambiguity. Proposals were redlined for future revisions to the SLAs. Analyzed a standalone application SLA and developed proposals on how to merge terms into the new iOS 13 SLA. Three proposals were implemented in the SLA, as suggested.

Engineering Program Manager, Failure Analysis **Apple, Inc** 4/2016 – 1/2017

- Led overall software issue management and executive communication, including failure analysis and resolution of major bugs, for new iPhone, iPad, & Mac product introduction. Directly responsible for software issue management of iPhone SE (1st gen), iPad Air 2, iPhone 7 and 7 Plus, MacBook Pro, MacBook Pro with TouchBar (initial feature launch), and AirPods (1st gen) launches specifically.
- Drove field issue triage and root cause analysis to resolution for customer software quality issues. Partnered with hardware teams when software or firmware updates were needed to mitigate silicon or component issues. Presented to senior executives daily, often requiring same-day turn-around on investigations of emerging issues.
- Helped engineering teams understand customer-facing issues. Presented engineering root causes and corrective actions to executives. Facilitated failure analysis communication between the Software Engineering organization and all other Apple organizations (i.e. Marketing, AppleCare, Hardware Engineering, Supply Chain/Operations, etc.)
- Managed the Software Engineering failure analysis program for iPhone, iPad, iPod, Mac, and Apple TV products already in the field, including software and firmware issues as well as hardware issues requiring software mitigations.

Engineering Project Manager, Release Management **Apple, Inc** 2/2015 – 3/2016

- Managed iOS & watchOS operating system builds, including internal releases for testing and development, and external releases to global iPhone, iPad, and Apple Watch customers. Directly responsible for the builds and releases of iOS 8.4 (and launch of Apple Music), iOS 9.0.1, iOS 9.1, and watchOS 2.2 as well as the bring-up of iOS 9.2, iOS 9.3, and watchOS 3.0.
- Identified, escalated, and communicated key issues. Tracked and communicated build and release status to cross-functional teams throughout the release schedule. Provided daily prioritized information to the build and integration teams on upcoming releases. Worked with engineering teams to prioritize daily build deliverables for upcoming releases and triage issues.
- Prioritized and managed side builds to help isolate and resolve critical software issues. Converged on developer seeds and customer shipping software by managing source changes for nightly builds. Tracked legal and policy requirements and communicated deadlines to the global internal software engineering audience.

Digital Software Release Manager **Nike Inc.** 6/2014 – 2/2015

- Directly accountable for planning, risk management, communication, issue resolution, and general oversight of software releases. Drove the release process from scoping and code freeze to Production Support handoff following production go-live, always tracking multiple releases simultaneously. Led technical deployment planning, Go/No-Go's, War Room execution, release-related incident management, and after-action reviews. Managed environment availability planning across the release schedule and individual project needs.
- Responsible for digital software releases to external websites (Nike+, Nike.com), mobile applications (various), cross-platform "NikeFuel" data, and wearable technology (FuelBand). Overall holistic release management of any changes to applications or wearable technology, and oversaw website changes related to user accounts and data, login authentication, ESB services, internal APIs, and social media integration.
- The primary focus was on the Sport (Nike+) teams working on NikeFuel, FuelBand, and Nike+ products. Oversaw the organization's transition from Scrum-fall deployments to Continuous Delivery/Deployment of new horizontally-scaled microservices. Supported the development of DevOps & Continuous Delivery processes within Nike Digital.
- Brought in as a 'fixer' for a variety of complex, high-risk technical and process issues in development and production environments.

Software Release Manager, Supply Chain **Nike Inc.** 3/2013 – 6/2014

- Directly responsible for all "major releases" to Nike's global supply chain. Release Manager for Nike's enterprise, integrated supply chain software deployments into the SAP landscape and thirty additional environments (including logistics, manufacturing, purchasing, inventory management, order management, forecasting, accounting, accounts receivable/payable, ledger, and HR systems).
- For each $14M six-month release, drove the release process from the creation of testing environments and conversion test migrations up to deployment into production, tracking multiple releases simultaneously. Led global project teams with thousands of members, cross-functional deployment with tens of thousands of dependencies, and production downtime schedules with high-stakes legal and financial requirements for a successful and on-time ramp-up.
- Developed enterprise deployment plans which tracked all upgrades, projects, conversions, and configuration (including activity dependencies between systems and teams) through collaboration with over forty project teams. Reduced average duration of pre-production deployments from 2-3 weeks to 1-2 weeks through technical & process improvements.
- Managed the War Room for deployments. Coordinated onsite, virtual, and offshore teams. Oversaw the execution of the deployment plan by the Enterprise Release Management team. Communicated release status, schedule, and activities. Managed the triage process of often complex deployment & environment issues during execution. Ensured deployment activities were executed aligned with agreed-on build & migration strategies.
- Conducted AARs after each deployment and identified and addressed areas for improvement in the releases. Ensured technical & business process improvements were implemented where needed. Defined and documented deployment plan development and execution best practices, and gained acceptance and adherence from all enterprise teams. Documented deployment processes, support expectations, and FAQs.

Human Resources Project Manager **Nike Inc.** 11/2012 – 5/2013

- Project Manager of Global Human Resources' transition of support during the divestiture of Cole Haan to the Apax Partners equity firm (for $570m). After owning Cole Haan for almost twenty-five years, Nike sold the company to Apax Partners in February of 2013. Nike's HR department then transferred HR support of Cole Haan employees to Cole Haan's HR department with a brief partial support transition period.
- Provided project management, transition management, and consulting to Nike's Global Engagement and Account Management Director. Managed project-related Nike HR (Benefits, Payroll, Employee Relations, Legal, Compliance, Talent Acquisition, etc.) deliverables, escalations, risks, and action items collaborating with Nike VPs, directors, and managers. Coordinated & aligned action items, timelines, and escalations with Cole Haan HR leadership. Contributed strategic planning and feedback within leadership meetings, and created executive status reports for VPs and senior leadership.

- Led a complete process discovery of all Nike and Cole Haan HR Shared Service business processes. Documented all Nike & Cole Haan HR processes & evaluated the effect of divestiture on each functional group before, at, and after Cole Haan company sale. Coordinated the creation and/or modification of processes, forms, policies, etc., wherever needed for use during the transfer period. Trained teams on the new and modified processes and procedures & trained front-line customer service support on in-scope and out-of-scope service request/question procedures.
- Regularly dealt with highly sensitive and highly confidential information. Awarded a prestigious Nike HR Maxim Award: "0.2 Nike is a Company" for project leadership.

Project & Portfolio Manager, Office of the CIO **Portland State University** 12/2011 – 12/2012

- I was a Project and Portfolio manager reporting directly to the CIO of a large public research university with 26,000 students, 6,000 employees, and seven constituent colleges. I managed high-visibility, cross-functional projects with budgets up to $1M.
- I was the Project Manager for the deployment of an institution-wide project portfolio management platform (TeamDynamicHE) and new program to streamline, evaluate, and strategically prioritize project requests according to value, impact on resources, risk, cost, and alignment with institutional initiatives. I was the application sys admin and project intake representative for the university. I coordinated the stakeholder approval process for all high-profile enterprise project requests. I conducted business process analysis with all OIT departments to customize their use of the software to best benefit their staff and programs, while still supporting overall Portfolio Management objectives. I wrote reports and monitored the progress of each department, flagging issues and reporting status.
- I was the Project Manager for the initial deployment of new Enterprise Content Management software (Hyland OnBase) with $400k initial budget and 20+ member project team. Wrote SLA MOU for the new CMS.
- Project Manager, lead developer, and information architect of OIT customer-facing Drupal website upgrade & UI re-design.
- I assisted the Senior Project Manager with IBM Cognos, TM1, & ODS EDW business intelligence implementation ($1.5M budget) and with the university's migration of 70,000 accounts to Google Apps for Education.
- I wrote a revised version of Portland State University's Acceptable Use Policy with significant updates and it was published in 2014. I oversaw the annual IT security and compliance audit in 2012. I was the Educause Core Data Service Manager & Coordinator for the university.

Human Resources Specialist **N.C. School District #12** 2008 – 2010

- Answered basic HR policy and process questions for staff throughout the organization, escalating more difficult questions appropriately. Scheduled and conducted orientations and HR-related training sessions. Worked with a wide range of sensitive and confidential issues. Maintained strict confidentiality of all sensitive HR information, projects, and upcoming changes. Processed documentation for leaves of absence, including FMLA. Coordinated projects as assigned. Answered the main telephone line for the school district with 17,000 students, 2,000 staff, and 33 schools.

Residents Housing Association, Housing Representative	**Portland State University**	2009
Government & Community Relations	**N.C. School District #12**	2008 – 2008
Finance & Accounting Clerk	**N.C. School District #12**	2007 – 2008
Educator's Apprentice, Life & Earth Science	**Oregon Museum of S&I**	2004 – 2005
Ecology Research Asst.; Chemistry Laboratory Asst.	**Bennington College**	2004
Computer Technician & System Administrator	**N.C. School District #12**	2002 – 2004
Office Assistant, Curriculum Instruction & Assessment	**N.C. School District #12**	2000 – 2001

TEACHING & RESEARCH

Volunteer, Community Env. Health Education	**California DEPH**	2021 – 2021
Program Manager, various DEI and employee engagement topics	**Apple Inc**	2017 – 2021
Teacher's Assistant, Administrative Law	**Santa Clara University**	2020 – 2020
Portfolio Manager, TeamDynamixHE employee training	**Portland State University**	2011 – 2012
Field Research Assistant, Ecology	**Bennington College**	2004 – 2004
Laboratory Assistant, Chemistry	**Bennington College**	2004 – 2004
Kitchen Manager & Catering Lead, Culinary Arts	**Sabin-Schellenberg Center**	2003 – 2004

ASSOCIATIONS & COMMITTEES

American Civil Liberties Union (ACLU)
Chapter Leader, California, Santa Clara County (2026-); Chapter Leader, California, San Francisco Chapter (2020-2021); DEI Director, California, Santa Clara Law Club (2021-2022)

Whistleblowing Officer **International Bar Association** 2023 – 2025
Selected to serve as the Whistleblowing Officer on the Anti-Corruption Committee's new Compliance Subcommittee. Personally led project to design and launch a new website for the subcommittee, including drafting copy and layout. Reviewed and graded scholarship applications from members. Planned whistleblowing related content and events.

International Bar Association
Committee Member: Anti-Corruption; Business Crimes; Human Rights; Environmental Health & Safety

American Bar Association
Committee Member: International Privacy and Digital Rights; Anti-Corruption; Human Rights; NLRA; OSHA

Santa Clara University
Community Outreach Chair, SCU Environmental Law Society (2021-2022); Teacher's Asst., Admin. Law (2020)

AWARDS & HONORS

Public International Law Certificate, *with honors*	Santa Clara University	2022
Dean's List, School of Law	Santa Clara University	2018 – 2022
Emery Merit Scholar, School of Law	Santa Clara University	2018 – 2022
CALI Excellence for the Future Award, Public Health Law	Santa Clara University	2020
CALI Award, Legislative Process & Statutory Analysis	Santa Clara University	2019
CALI Excellence for the Future Award, Property Law	Santa Clara University	2019
Witkin Award for Academic Excellence, Property Law	Santa Clara University	2019
Maxim Award: "Nike is a Company" Cole Haan Divestiture	Nike	2013
International English Honors Society	Portland State University	2009 – 2012
Dean's List, College of Liberal Arts & Sciences	Portland State University	2009

ENGINEERING TOOLS & METHODOLOGIES

Approaches: Waterfall, Agile, Scrum, Risk Management, Governance, Compliance, OKRs, Portfolio Mgmt Change Management, Process Standardization, Policy Development, Trust & Safety, PMI PMP/ISO 21500, User Studies and Surveys, Biz Continuity & Contingency Planning, Supply Chain Management, Deployments, Strategic Planning

Scope: SDLC, Full-cycle ERP, New Product Introduction, Production Support, After Action Reviews Hardware Design, Product Design, Internal Comms, External Comms, Knowledge Base, Failure Analysis, Cybersecurity, Data Protection/Privacy, Customer Outreach & Feedback

Tools: Confluence, Jira, Sharepoint, MS Project, Omniplan, Google Apps, Apple Work, Drupal, Monday, Microsoft Office (PPT, Word, Excel, Outlook), Westlaw, Lexis, QuickBooks, Slack, Stash, Bamboo, Splunk, TeamCity, Visio, Git

Platforms: iOS, macOS, androidOS, web, SAP, ERPs, SaaS, AWS, OS, APIs, Middleware, Firmware, Databases, AI/Machine Learning, Wearables, Point of Sale