



HEAD OF AGILE PROGRAM MANAGEMENT - AGILE COACH

*I help teams become their best selves.
12+ years transforming application teams to self-organization and continuous improvement.
Overseen over 200 projects in flight across 33 project teams.*

Scaling Project Management | Team Building | Process Optimization

WORK EXPERIENCE

AGILE OPEN NORTHWEST ([AGILEOPENNORTHWEST.ORG](https://www.agileopennorthwest.org))

Jun 2021 – Apr 2022

Premier Open Space 3+-day conference for Agilists in Seattle & Portland communities: authors & consultants.

Co-Chair

2022

- Attracted 300 attendees, lifting 1st-time attendees, for online conference event (2022).
- Recruited organizing committee, facilitated weekly planning, reported directly to Board of Directors.
- Lifted attendees from historically underrepresented communities w/expanded scholarship program.

Member, Organizing Committee

2021

- Created online embodiment of Open Space principles via QiqoChat platform for 1st virtual AONW.
- Ideated & led email & social media marketing campaigns w/automated registrant data processing (Zapier).
- Launched outreach scholarship program for professionals from historically underrepresented communities.

SCRIBD, INC. ([SCRIBD.COM](https://www.scribd.com))

2014 – 2021

\$75M subscription content service offering ebooks, audiobooks, articles & podcasts for global member base.

Head of Technical Project Management

Aug 2014 – Dec 2021

Scaled engineering dept. to >180 (fm. 50) w/Agile pivot. Oversaw 220 projects in flight across 33 project teams.

Agile Project Management

- Scaled Agile methodology as grew PM team from 1 to 7 agile coaches, program managers & scrum masters.
 - Minimized project management costs with resource allocation and scrum master training.
 - Embedded agile coaching, Scrum Master mentoring & conventional PM tracking / reporting modalities.
 - Tripled mobile app release frequency among 25 teams.
 - Gained 5X decrease in need for decision escalation to Engineering Dept VP.
- Initiated & led Agile Transformation with customized Spotify model of cross-functional self-organizing teams.
 - Trained & coached Eng dept on Agile practices.
 - Optimized work tracking system (Atlassian Jira) for all teams.
 - Cut mobile release time by 77% (to 14 days).
- Aligned portfolio of 100+ projects to strategic goals by facilitating portfolio road-mapping.
 - Lifted on-time project completion rates by 10%.
 - Guided portfolio annual road-mapping in collaboration with Engineering exec leadership, managers, VPs, COO.

Manager, Web Development and Quality Assurance

Feb 2017 – Feb 2019

Technical Program Manager

Aug 2014 – Feb 2017

Managed 5 cross-functional teams: web application team (Ruby on Rails + React stack) & paired web QA team.

Program Management

- Scaled by 5X feature development throughput when enabled 3X daily releases / deployments with minimal production bugs after spearheaded automated test suite development, code review & architecture review processes.
- Onboarded new hires to safely build new features in 7 days after hired 7 developers | 4 QA engineers.
 - Established interview process with rubrics and standardized interview exercises/assessment criteria
- Enabled Accessibility WCAG 2.0 AA compliance.

SAN FRANCISCO AIDS FOUNDATION (SFAF.ORG)

2009 – 2014

*HIV epidemic direct client work and political advocacy agency.***Digital Content Manager***Defined & executed online marketing strategy / tactics in all online channels, sole tech on marketing team.***Digital Marketing Strategy / Campaign Management**

- Delivered 10% fundraising increase YOY (2012-2013) after revamped online marketing strategy.
 - Maximized \$10K / mo. ad spend (Google Grants) to setup / manage Google AdWords.
- Scaled to 25 web properties (fr. 12) architecting mobile/responsive design & integrating Google Analytics, personally coding (HTML/CSS/Javascript).
 - Optimized website SEO (Conversion Goals, Profile Management + AdWords integration) via extensive use of Google Analytics.
- Relunched 12+ redesigned websites (incl. SFAF.org), w/content audits & revamping: content migration, information architecture, vendor & project management, search engine optimization.
 - Centralized top-level management of website & contact databases, while empowering Development and Program teams to self-serve & manage own data.
- Expanded multi-channel marketing appeal campaigns on email, web, social media w/channel-specific strategies for Twitter, Facebook, blogging, Google+, YouTube.
 - Managed vendors (Kintera CRM & CMS) from selection to contract negotiations.
 - Mined lead / donor pipeline of > 100K when drove email marketing program management, incl.: message design, scheduling, list management, list building, audience segmentation, and personalization.

EARLY EXPERIENCE**BELLA PICTURES (BELLAPICTURES.COM)****Senior Project Manager***Created & evangelized new approach to project management and tracking processes. Led development team of 6 Devs.***KINTERA (KINTERA.COM) (now BLACKBAUD)***Leading web-based enterprise software suite (Sphere) targeted to non-profits. Acquired by Blackbaud.***Project Manager***Managed projects for national non-profit organizations, e.g., Ohio Democratic Party, Amnesty International USA, California State University, and Lance Armstrong Foundation.***Project Management**

- Managed up to 10 projects running concurrently for clients, e.g., Fannie Mae, Human Rights Watch, UNHCR.
- Website designs, redesigns, launches and migrations, CRM database migrations, audits & customizations.
- Training for client groups of up to 30 students, creating course curriculum and all related materials
- Customized product & process documentation per client. Created internal product knowledgebase.

PLANETOUT PARTNERS (GAY.COM)*Host of premier personals/portal websites targeted to gay and lesbian community (Gay.com & PlanetOut).***Manager, Web Development***Guided team of 11 to introduce new features / functionality into sites with 0 downtime, on aggressive schedules.***CNET NETWORKS (CNET.COM)***Producer of award-winning, best-in-class, content-focused websites, including news.com and computers.com.***Manager / Developer***Grew & led front-end development team as scaled to 9 developers.***Web Development and Team Management**

- For Computers.com, led relational DB schema design; defined site architecture & detailed design & led implementation with team of 6 Devs.
- Oversaw resource allocation, career growth/development, hiring & staff reduction for team of 7.
- Collaborated on product definition, functional reqs. gathering & efficiency proposals with business partners.

CERTIFICATIONS

- ICAgile Certified Professional – Agile Coaching, **IC Agile** (2019)
- ICAgile Certified Professional – Agile Team Facilitation, **IC Agile** (2019)
- ICAgile Certified Professional – Agility in the Enterprise, **IC Agile** (2019)
- Certified Scrum Master, **Scrum Alliance** (2014)
- Web Analytics Master Certification, **Market Motive** (2010)
- PMP- Project Management Professional Certification, **PMI** (2008-2013)

EDUCATION

BINGHAMTON UNIVERSITY, *BS in Computer Science*

VOLUNTEER

HOMELESS CHILDREN'S NETWORK (HCNKIDS.ORG), San Francisco **2006 – 2017**
Provider of mental health services to children & families experiencing homelessness.

President, Board of Directors 2013-2017

Secretary, Board of Directors 2009-2013

Member, Board of Directors 2006-2009

- Improved accountability and transparency of organization through improvements to performance measurement.
- Increased board fundraising through events: fun runs, art auctions & musical performance events.