

# Jessica Ives

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## Program Manager, A-CSM

*Experienced Program Manager, Scrum Master & Product Owner with a proven track record of achieving customer outcomes and improving team proficiency through Agile principles & frameworks.*

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Extensive technical experience in developing and implementing Agile principles and frameworks. Proficient in data analysis and quality assurance. Establish effective Agile frameworks to curb potential impediments and guide teams and organizations to become high performing, outcome, and goal-focused. Highly skilled in employee training and advancement through the Advanced Scrum Master course. Dedicated to transparency and clear communication through the implementation of Jira, Slack, and user-friendly tooling to interface with stakeholders and product development teams alike.

### Core Competencies:

- Agile Methodology & Coaching
- A-CSM and CSM Certified
- Project Budgeting & Forecasting
- Customer Relations Management
- Technical Support & Documentation
- Marketing & Promotional Regulation
- Troubleshooting & Problem Resolution
- Quality Assurance & User Testing

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## Professional Experience

Multiple Employers, Austin, Texas

### **Technical Product Manager, Project Manager, Scrum Master, Program Manager** 2011-Present

Oversee the full spectrum of Product Development Life Cycle, with significant utilization of Agile principles. Coach, mentor, and develop product development teams and other staff through strong leadership techniques. Risk and conflict management while ensuring quality control and moral with the use of quantitative and qualitative research. Work closely with stakeholders to define product feature success and alignment to OKRs and hypothesis.

#### *Experience Highlights:*

- **Atlassian, Inc, Program Manager** (2020-Present)
- **EverlyWell, Senior Scrum Master A-CSM** (2019-2020)
- **Silvercar Inc., Technical Project Manager A-CSM, CSM, Production Manager, Product Manager** (2015-2019)
- **Inmar (F.K.A. Clarus Agency,) Product Manager, Production Manager** (2014-2015)
- **Rocksauce Studios LLC, Project Manager** (2014-2014)
- **Bakery Agency, Production Manager** (2013-2014)
- **Chaotic Moon Studios, Project Manager** (2012-2013)
- **Zynga, Inc., Art Content Producer** (2011-2012)

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## **Software Quality Assurance Product Analysis/Tester** (09/2007-2011)

Analyzed, identified, and documented problems with program functions, output, or content. Provided and developed informative feedback and recommendations to project managers on software functionality. Created and maintained a database of known test issues and resolution efforts. Advanced and refined communication efforts with developer and producer interaction. Documented test procedures to ensure replicability and compliance with product guidelines.

*Experience:*

- **Zynga, Inc., Quality Assurance Lead** (2010-2011)
- **Junction Point Studio, Quality Assurance Tester** (2010-2010)
- **Trion Worlds, Inc., Assistant Community Manager/Quality Assurance** (2008-2010)
- **Aspyr Media, Quality Assurance/Product Analysis** (2008-2008)
- **Midway Austin, Quality Assurance/Product Analysis** (2007-2008)

## **Technical Proficiencies**

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**Platforms:** iOS, Android, AWS, Google Analytics, Firebase, Google Tag Manager, HTML, CSS, User Experience, User Interface, Ruby on Rails, Material

**Tools:** Atlassian Suite (Jira, Confluence, Jira Align, Advanced Roadmaps), Agile, Scrum & Kanban Framework, Postman, UserTesting.com, Google Suite, Microsoft Suite, Slack, Trello, Zeplin, Sketch, Looker, Treasure Data, Tableau,

**Hardware:** In-house hardware utilizing BLE to communicate with product applications in Swift and JavaScript

## **Certification**

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**Advanced Certified Scrum Master (A-CSM)**

**Certified Scrum Master (CSM)**

## **Volunteer Experience**

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Webmaster, VP of Production, and Marketing Director, **Austin Facial Hair Club**, (2011-2018)

Webmaster, Operations, and Marketing Director, **Beard Team USA**, (2017-2018)

Webmaster, **Bully Ranch**, (June 2018-July 2018)