**Professional Summary**

A proven leader with a talent for building relationships and collaboration across teams and organizations. Experience with data, integrations, product management, user experience, and workflows working with cross-functional and distributed teams.

**Experience**

**Really Great Reading**

***Technical Product Director***, Jan 2022 – Present

Responsible for the direction of Really Great Reading products and systems:

* Collaborate with leadership on key initiatives including staffing and product strategy.
* Manage relationships with offshore development teams (Ukraine, Poland, Romania, India).
* Manage the delivery of product enhancements and features, focused on:
	+ Scalability
	+ System integrations (APIs)
	+ Technical debt
* Facilitate an Agile transformation with offshore development teams (Kanban, Scrum)
* Projects include SSO/Rostering Integration, District Dashboard, Co-teaching, Multiple Classes/Schools, Student Login, Drupal Data Integration, and RGR AppsPad.

+ TPM responsibilities.

***Technical Product Manager***, Sep 2021 – Dec 2021

Responsible for the development of Really Great Reading products and systems:

* Collaborate with developers and technical leads to discover needs, write user stories & acceptance criteria, and refine product backlogs.
* Manage the delivery of product enhancements and new features.
* Improve the RGR customer experience (CX) including the successful launch of Clever/ClassLink SSO/rostering integrations.
* Manage Tier III customer issues from escalation to resolution.

***Consultant***, Jul 2021 – Aug 2021

Provide consultation and subject matter expertise for data integrations, workflows, and modeling.

**Nearpod by Renaissance Learning**

***Integration Manager***, Jan 2021 – Sep 2021

Responsible for the data and LTI integration of Flocabulary and Nearpod products:

* Engage as product owner and SME for data and LTI integrations.
* Collaborate with product managers to scope and prioritize the development of integration enhancements and features.
* Manage relationships with districts, schools, universities, and vendors.
* Lead a team of 3 Integration Analysts to successfully integrate > 13K schools in < 12 weeks.

**Employee Navigator**

***Instructional Design Manager***, Mar 2020 – December 2020

Responsible for the administration and ongoing development of Employee Navigator University (ENU):

* Collaborate with product managers and analysts to determine product training needs and gaps.
* Manage learning management system (LMS) automation, development, and enrollment.
* Design courses using ADDIE, Inclusive Design, and Quality Matters (QM) standards.
* Develop digital content using Articulate 360, Adobe Creative Suite, and TechSmith Camtasia.

**Learning Without Tears**

***Technical Solutions Manager***, Nov 2019 – Mar 2020

Responsible for supervising an 8-person team supporting Learning Without Tears products:

* Collaborated with leadership to improve quality and transparency of customer interactions
* Managed the transition from a call center to solutions center.
* Reconfigured Zendesk Support to provide accurate channel metrics (chat, email, phone).

***Integration Manager***, May 2018 – Nov 2019

Responsible for the data integration of Learning Without Tears products:

* Engage as product owner and SME for data integrations.
* Lead a team of 2 Integration Specialists to:
	+ Successfully integrate > 5K schools in < 12 weeks.
	+ Improved Net Promoter Score (NPS) by 25 points over 12 months.
	+ Improved Customer Satisfaction (CSAT) by 37% over 12 months.
* Created a data management and reporting app using Microsoft Access, SQL Server, and SQL Server Reporting Services (SSRS) to analyze and visual Key Performance Indicators (KPIs).

**Johns Hopkins Hospital**

***Instructional Designer***, Nov 2017 – May 2018

Responsible for the development of in-person, hybrid, and online learning solutions for Johns Hopkins Hospital, Nursing Education Unit.

**T. Rowe Price**

***IT Business Analyst***, Jul 2016 – October 2017

Responsible for the creation, automation, and maintenance of financial dashboards and databases for T. Rowe Price and Bank of New York Mellon, Fund Accounting departments.

**University of Maryland Baltimore**

***Instructional Technology Specialist***, Aug 2016 – Apr 2017

Responsible for the development of online training content for Nurse Preceptors.

***Instructional Technology Specialist***, Oct 2015 – Jul 2016

Provided support and maintenance of undergraduate and graduate courses for the University of Maryland Baltimore, School of Nursing.

***Instructional Technology Assistant***, Dec 2013 – Oct 2015

Responsible for the development of online training for the University of Maryland Baltimore, Institute for Innovation and Implementation.

**Mayo Clinic**

***Medical Photographer***, Jan 2012 – Jul 2013

Provided medical photography and video services for Mayo Clinic.

**Smithsonian Institution**

***Digital Imaging Specialist***, Dec 2010 – Jun 2012

Provided science photography and digital illustration services for the Smithsonian Institution, Department of Entomology.

**United States Department of Agriculture**

***Digital Imaging Technician***, Jun 2010 – Dec 2010

Provided science photography and digital illustration services for the United States Department of Agriculture (USDA), Systematic Entomology Laboratory (SEL).

**Education**

***Rochester Institute of Technology***, Feb 2010

Bachelor of Science, Biomedical Photographic Communications

***Scrum Alliance***

Certified Scrum Product Owner® (CSPO), Jan 2022