JESSICA LANGIS

Jlynn198@gmail.com   jessica-langis.github.io/portfolio/   (509) 293-3456

Skills

Engineering & Development:	CSS, HTML, JavaScript, GitHub, Node.js, PowerShell, Rest API, GraphQL, Docker, Mongo dB, Express, React
Data Analysis:	SSMS, SQL, DBO, Data Modeling, Quick Sight, Tableau, Power BI, API integrations, DAX
Project Management:	Delegation, Conflict Management, Documentation, Risk Management, Requirements Gathering, PMBOK, SDLC, SOPs, Atlassian Jira, Confluence, Agile and Waterfall Methodologies, Azure DevOps

Experience

Amazon
Business Analyst II   Feb 2022 – Current

- Developed and deployed Research and Development related dashboards in Quick Sight using a combination of calculated measures and API integrations.
  - Dashboard for all bugs submitted by participants for active beta hardware and feature releases to provide a detailed look at high impact issues, allowing the trials team to communicate priorities to other product managers, engineering teams, and stakeholders.
  - Dashboard highlighting the most utilized features of new and existing devices in combination with survey and activity results to better predict consumer preference and satisfaction.
  - Trained team members to use the dashboard effectively, and collected feedback from users to improve the dashboard over time.
  - Communicated the dashboard's insights and recommendations to other stakeholders, product managers, engineering teams, and senior leadership.
- Developed and deployed two internal team websites for documentation, collaboration, and external team access.
  - Beta participant pools became stronger and more diverse as these also served as a hub for people to learn how to become participants for new product and feature trials.
  - Engagement of current trials participants improved by being able to self-serve with any troubleshooting they may need in order to remain engaged with no down-time or frustration when experiencing technical issues.
- Leveraged Jira to create a full-service dashboard to give team visibility into upcoming work, providing a 1.5-year timeline of current and upcoming trials for new or updated product and features in the beta phase of the release lifecycle.
  - Team productivity was improved by providing a clear, centralized view of upcoming work, reducing the time spent on manual tracking and planning, allowing them to prioritize tasks more effectively.

Community Clinic Contracting Network
Interim Project Manager   May 2019 - Feb 2022

- Successfully created and deployed a comprehensive Power BI dashboard to validate 45,000+ caregivers in or out of compliance to provide care based on state and federal training and certification requirements by leveraging API integrations, DAX, and SQL databases.
- Calculated resource capacity and needs for short- and long-term planning using Power BI with an API integration to Jira and Tempo Timesheets.
  - Product managers gained an increased ability to better forecast resource needs, and communicate with senior management.
- End-to-end project management for large and small-scale projects running simultaneously, providing routine updates to senior management on program progress, risks and successes.

Giga Watt, Inc.
Logistics Manager   Nov 2017 - Jan 2019

- Created a new inventory system based on asset tag, mac address, serial number, and other pertinent information to record location and ownership of over 15,000 miners.
- Ensured equipment was successfully transported across multiple counties, deployed, and activated on the customer dashboard.
- Developed and implemented SOPs to improve and streamline departmental functions

Education

MERN Stack Development	|	Massachusetts Institute of Technology	|	2022
Management Information Systems	|	Washington State University	|	2017