LINDSAY WESLEY, PMP

SENIOR PRODUCT & PROGRAM MANAGER

| **e**: LindsaySWesley@gmail.com |

SUMMARY

- Define & prioritize development activities to ensure requirements are captured and execution matches expectations

- Provide vision and subject matter expertise around product domain while exercising critical decision making skills for prioritization and scheduling decisions

- Supervised and mentored team of Release Managers

SKILLS/SOFTWARE

Project Mgmt. & Product Mgmt.:	Azure DevOps, Forecast, Harvest, Basecamp, Jira, DoneDone, Trello, GitHub, familiar with MS Project, Zoho Desk
Design/Development:	Decisions, HTML, CSS, Git, InVision, Github, WordPress, Squarespace, Divi, Adobe Photoshop, Adobe Illustrator, FileZilla Cloudways, Bluehost, Go Daddy
Collaboration:	SharePoint, HipChat, Skype, MS Teams, WebEx, Join.me, Hangouts
Research & Analysis:	MS SQL Server Mgmt. Studio, SQL
Video Editing:	Camtasia

Extensive experience with Microsoft Office and Gmaial/GSuite product suite

EDUCATION

BAS / TECHNOLOGY MGMT

St. Petersburg College | 2011
Clearwater, FL

AS / WEB DESIGN

St. Petersburg College | 2010
Clearwater, FL

AAS / HOSPITALITY & TOURISM

Valencia College | 2006
Orlando, FL

CERTIFICATION

PMP / CERTIFIED PROJECT MGMT PROFESSIONAL

PMI – Project Mgmt. Institute | 2014

PROFESSIONAL EXPERIENCE

SENIOR PRODUCT & PROGRAM MANAGER

Effective Health Systems | March 2016 – Present
Web-based Medical Claims Application

- Manage, organize, prioritize, and respond & provide product support for all customers and vendors.
- Identify and evaluate customer support and feedback trends and innovations to determine value addition and fit for purpose on how changes will apply to the business functions/users
- Work directly with clients to understand their goals and success criteria to build requirements providing high quality functional specifications for product enhancements.
- Work with developers, quality assurance, and product management team to move product and process solutions forward. Prioritizing and scheduling Sprint work and communicating statues with the team and clients.
- Create client facing training and demo materials including live demos and documentation
- UI/UX design (style guides, high fidelity mock-ups), enhancing end user efficiency
- Lead efforts to expand clients of our Pre-Auth platform from a single state to nationwide, and implementation of customized version of our Pre-Auth platform specifically for Utilization Review.

TECHNICAL PROJECT MANAGER

We Are Mammoth | September 2015 – March 2016
Web Development Studio

- Managed technical project and account management duties in pre-production, production implementation, and post- production life cycle while maintaining and building client relationships.
- Responsible for requirements gathering, determining cost and time estimates, creating project schedules, writing statements of work, and client billing reviews.
- Managed a team of front and back end developers from project kick off through launch, as well as post launch maintenance.
- Managed client scope creep, budgets, communication on all project activities, and tested each deliverable prior to client testing and go-live.

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lindsaywesley.github.io/Resume/

lindsaysarah.com

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github.com/lindsaywesley

REFERENCES

DAN WILSON
Director of Operations and Configuration Mgmt.
Effective Health Systems

ANDY JAMES
Chief Information Officer
ClearPrice Networks

RANDY SYSOL
(former) Chief Information Officer
Effective Health Systems

RELEASE MANAGEMENT, SUPERVISOR

HealtheSystems | March 2015– September 2015
Web-based Medical Claims Application

- Supervised release management team in order to drive and communicate software release plans and minimize the impact of release changes.
- Train and mentor the release management team, as well as assign work to the release schedule based on resource capacity.
- Responsible for the release management process and related process documentation, training, reinforcement, and continuous improvement. Developed and documented change delivery process providing clarity for IT resulting in faster delivery.
- Supervised team of release managers including performance reviews, mentoring, and developing career paths.
- Performed release trend analysis and reporting (scheduled and adhoc).
- Implemented Kanban boards to help deliver changes bringing higher visibility to business stakeholders.

SENIOR RELEASE MANAGER

HealtheSystems | July 2012 – March 2015
Web-based Medical Claims Application

- Executed and monitored monthly software releases coordinating the efforts of IT resources in order to deliver releases according to plan.
- Ensured resources were assigned for the correct time frames, dependencies were identified, and estimated and actual work was updated on a regular and timely basis to facilitate accurate capacity reporting.
- Identified risks and worked with IT resources to identify options for corrective action.
- Tracked and reported on all changes to release scope/schedule/resources.
- Developed release reports for executive management providing visibility on status of in-flight work.

QC RELEASE COORDINATOR

SCC SoftComputer | December 2007 – July 2012
Lab Information Software

- Coordinated testing activities and documentation ensuring product design history files were prepared, complete, verified prior to submission and software release.
- Acted as the central coordination point for releases.
- Supported testing process infrastructure; including communication forums with internal customers and contracted vendors, assigning and managing tasks for testing.
- Project lead and designer of dashboard for reporting testing deliverables companywide reducing time spent providing status updates by 30%.