

Madison Everett

Technical Product Manager

Nashville, TN | (615) 568-9444 | madison.m.everett.3@gmail.com | [LinkedIn](#) | [Portfolio](#)

EXPERIENCE

Product Owner | Vanderbilt University | Nashville, TN | September 2022 - Present

- Served as the lead Product Owner for Vanderbilt University's Continuing Education system, DestinyOne and VUPACE.
- Generated \$1.4 million in program revenue by collaborating closely with Continuing Education Program stakeholders to ensure alignment with business objectives.
- Conducted regular system reviews, demo sessions, and retrospectives, in order to foster a culture of continuous improvement and knowledge sharing within Vanderbilt Continuing Education community.
- Successfully launched 3 major product releases over the course of 3 sprints, including an entire website relaunch, driving a 40% increase in customer satisfaction across 20 Continuing Education programs.

Miro Implementation Ambassador | Vanderbilt University | Nashville, TN | April 2022 - Present

- Spearheaded the Miro product implementation - increased team productivity and performance by 20% after team adoption.
- Reached overall software adoption goal of 85% by effectively using change management and conducting Help Sessions and Information Conferences with the PSI team to deepen understanding of the Miro product.
- Utilized software development knowledge, python knowledge, and the Slack API to develop a Slack App that provided 120+ Miro tips each Monday at 9:00am for 3 months.
- Created 17+ Confluence pages of documentation regarding Miro and Miro's usages to further encourage product adoption within the team.

IT Business Analyst | Vanderbilt University | Nashville, TN | June 2020 - Present

- Served as one of the Product leads for 6+ Vanderbilt University projects managed by the PSI (Process, Solutions, and Implementation) team.
- Managed and successfully implemented a new Electronic Research Administration software (VERA) through more than 100 hours of planning meetings over 10 weeks.
- Effectively used SQL and Python to migrate over 1000 records bi-weekly over the course of the 6 month Data Migration phase of the VERA project, reducing total phase time by 75%.
- Collaborated with stakeholders and multiple cross-functional teams to help support over 10 different projects within the Vanderbilt software ecosystem.
- Reduced grant and award turnaround time by 15% through implementing an Oracle software integration between VERA and Vanderbilt's Oracle HCM system.

EDUCATION

BS in Computer Science | Belmont University | Nashville, TN

CERTIFICATIONS

Project Management Professional (PMP) | Project Management Institute | In Progress

Professional Scrum Master I | Scrum.org | 2023

Certified Associate of Project Management (CAPM) | Project Management Institute | 2022

Agile Hybrid Project Professional (AH-MC) | Project Management Institute | 2022

Agile Metrics (AM - MC) | Project Management Institute | 2022

Citizen Developer Practitioner (CD - P) | Project Management Institute | 2022

SKILLS

Tools & Skills: G Suite | Microsoft Office | Monday.com | Jira | Slack | Github | Microsoft Visio | Confluence | Box | Microsoft Teams | DBVisualizer | Sublime Text | Cyberduck | VS Code | Miro | SQL | Python | Java | HTML | Javascript | CSS | Kanban | Scrum | Servant Leadership | Product Management