

Madison Everett, PMP

Product Manager | Project Manager

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EXPERIENCE

Senior IT Business Analyst | Vanderbilt University | Nashville, TN | November 2023 - Present

- Lead the analysis of 10+ complex business processes, identified opportunities for system improvement, and collaborated with C-Level stakeholders to define project scopes and objectives.
- Spearheaded the Miro product implementation to improve communication between cross-functional teams - increased team productivity and performance by 20% after team adoption.
- Conducted thorough requirements gathering sessions, creating comprehensive documentation to bridge communication gaps between technical and non-technical stakeholders.
- Collaborated with development teams to ensure accurate and timely delivery of solutions, consistently meeting or exceeding project deadlines.
- Facilitated workshops and training sessions to educate end-users on new systems and technologies, enhancing overall user adoption.

Product Manager | Vanderbilt University | Nashville, TN | April 2022 - Present

- Served as the lead Product Manager for Vanderbilt University's Continuing Education system, DestinyOne and e-Commerce website VUPACE.
- Generated \$1.4 million in program revenue by collaborating closely with Continuing Education Program stakeholders and users to ensure alignment with business objectives.
- Conducted regular system reviews, demo sessions, backlog refinements, 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.

IT Business Analyst | Vanderbilt University | Nashville, TN | June 2020 - October 2023

- 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 SaaS 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.

IT Software Engineer | Union Bank of Switzerland (UBS) | Nashville, TN | June 2019 - Aug 2019

- Managed and developed 2+ Artificial Intelligence (AI) Python projects within an agile/scrum - based development environment over the course of 3 month internship.
- Performed various Python-centered data analysis techniques to prepare financial data for AI Machine Learning, Training and Prediction which in turn increased the accuracy of the Machine learning model by 50%.
- Stayed up-to-date with industry trends and emerging technologies to identify opportunities for process improvement and innovation in financial software development.

EDUCATION

BS in Computer Science | Belmont University | Nashville, TN

CERTIFICATIONS

Project Management Professional (PMP) | Project Management Institute | 2023

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 | Lean | Servant Leadership | Product Management | Technical Writing | Change Management | SDLC | PDR | Problem Solving