

Jamie Pilgrim

Technical program manager with a background in software engineering, teaching and design.

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SKILLS

Iterative development through Agile methodologies | Facilitate collaboration and alignment through strong verbal and written communication | Use a growth mindset when approaching problem solving | Identify and define customer and business needs through research and data | Resolve ambiguity to deliver results | Handle multiple projects simultaneously | Relationship building to earn trust and understand needs of stakeholders

SQL | JavaScript | Ruby | Web Development | Git/GitHub | Software Design
Microsoft365 | Adobe Suite | Power BI | Azure DevOps | Jira

EXPERIENCE

Microsoft LEAP Apprenticeship | Technical Program Manager | Seattle, WA | 01/2020 - Current

- Quickly ramped up to take on multiple projects on the Communities and Connections team.
- Designed a Power BI dashboard for reporting the Communities and Connections' team ROI, Impact and OKR status.
- Collaborated with the storage team and retail store employees to understand customers' experience with failing drives.
- Processed outcomes of retail store cases around failing drives to provide data and identify trends on failing drives.

Avvo | Full-stack Software Engineer | Seattle, WA | 01/2018 - 01/2020

- Focused on the consumer facing services of the Avvo.com site, including lawyer profiles, lawyer search results, Q&A pages, and messaging.
- Developed new features, A/B tested, boosted performance, increased SEO rankings, built in a distributed system, and used data-backed decisions to increase user engagement.
- Voluntarily took on PM/TPM responsibilities when the team experienced attrition.
- Worked in an Agile environment with services built in Rails, Phoenix, Vue and React.

Ada Developers Academy | Software Engineering Instructor | Seattle, WA | 08/2016 - 12/2017

- Led a classroom of 24 students, with little to no programming experience, every six months to become hireable software engineers.
- Built curriculum, gave lectures, held code reviews, and closely monitored student success.
- Facilitated a collaborative learning environment by building community, encouraging new ideas, pair programming, and ensuring psychological safety.
- Taught best practices in modern software engineering to prepare students for their 6-month internships for various tech companies around the greater Seattle area.

EDUCATION

DevBootcamp | Web Development | Chicago, IL | 08/2014 – 01/2015

University of Technology Sydney | Visual Communication | Sydney, AUS | 02/2012 - 01/2013

Minneapolis College of Art and Design | Advertising | Minneapolis, MN | 08/2008 - 12/2009