

## Ashley Lee-Vigneau

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### PROFESSIONAL SUMMARY

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**Technical Product Manager specializing in agile backlog management, cloud platform integration, and cross-functional delivery of scalable and compliant data solutions.**

- **Spearheaded containerization and CI/CD automation** for a healthcare platform serving 4M+ members, cutting deployment time by 30% and reducing failed releases by 30%.
- **Launched OCR automation tools** and prioritized features using business impact analytics, slashing manual Medicare enrollment backlog for high-volume, paper-based processes.
- **Scaled LaunchDarkly feature flag adoption by 400%**, accelerating A/B testing and improving developer velocity and release control across engineering squads.
- **Built and deployed real-time financial analytics pipelines** for global FP&A at AB InBev, driving 20% higher dashboard engagement and enabling timely, data-driven decisions.
- **Reduced incident response times 25%** while ensuring business continuity for executive reporting by automating alerts and standardizing incident playbooks.
- **Led the end-to-end launch of a direct-to-consumer gifting MVP**, driving a 35% rise in daily active users and cutting delivery-related support tickets by 30% via app and workflow enhancements.
- **Transformed onboarding and training across 100+ gig workers**, reducing time-to-readiness by 25% and boosting retention and operational scale during rapid regional expansion.

**Expertise:** *Azure DevOps, Snowflake, Databricks, Agile, Cross-functional Collaboration*

### PROFESSIONAL EXPERIENCE

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#### **Platform Product Owner | 2022 – 2025**

University of Pittsburgh Medical Center

- Led platform modernization and CI/CD pipeline automation that reduced failed deployments by 30% and deployment time by 30%, significantly improving system uptime and stability for millions of health plan members.
- Owned product roadmap and shared backlog for Azure-based OCR and Document Intelligence tools, prioritizing automation features that reduced Medicare enrollment processing backlogs during peak periods.
- Established and maintained an Azure DevOps Boards-based shared backlog, aligning sprint goals and priorities across engineering, operations, and business stakeholders to increase transparency and trust.
- Directed end-to-end migration from legacy monolith to modular microservices, conducting structured service discovery, guiding conversion to YAML-based pipelines, and enabling blue-green deployments and automated regression testing.
- Tracked key KPIs with Azure DevOps Deployment Metrics and user adoption analytics, scaling LaunchDarkly feature flag management adoption by 400% and accelerating time to market for new features.
- Partnered with engineering and Medicare enrollment teams to analyze manual, high-volume processes, translating pain points into actionable user stories and acceptance criteria for automation and tooling.

#### **DevOps Lead | 2021 – 2022**

Anheuser-Busch InBev

- Delivered cloud-native data pipelines integrating Snowflake and Databricks to enable real-time analytics for global FP&A, driving a 20% increase in dashboard engagement and ensuring reliable executive-level financial reporting across 10+

regions.

- Owned product roadmap and collaborated with regional analysts, finance leadership, and global FP&A stakeholders to define KPIs, reporting requirements, and prioritize actionable user stories and acceptance criteria for Anaplan and Power BI solutions.
- Architected modular ETL and CI/CD workflows in Azure DevOps, reducing dashboard release cycles, increasing platform reliability, and cutting refresh-related errors by 30%, which contributed to on-time quarterly forecast delivery for FP&A teams.
- Led cross-functional incident response with data and BI engineering, standardized playbooks and root cause documentation, and reduced incident response time by 25% while maintaining uninterrupted business operations during critical reporting cycles.
- Created and automated health checks, data validation gates, and alerting tied to critical checkpoints, providing transparent communication and documentation that empowered both business stakeholders and technical teams.
- Drove predictive modeling in Databricks, delivering scenario-based budget forecasts that directly informed executive FP&A decisions and improved allocation of North American sales and marketing spend.

## **DevOps Manager | 2021 – 2021**

Gesture

- Directed product backlog refinement and led implementation of QA automation based on Zoho CRM ticket analytics, cutting delivery-related support tickets by 30% and optimizing sprint priorities for high-churn features through integrated support triage.
- Drove end-to-end management of MVP fulfillment tracking UI, introducing a phased release strategy and shared prioritization matrix through weekly cross-functional sessions in Monday.com, resolving stakeholder conflicts and ensuring on-time launch without sprint overload.
- Built staging environment on Google Cloud Firebase and React testing libraries, structured technical documentation, and reduced QA-to-release cycle from weeks to days to support rapid feature validation and rollout.

## **Site Manager | 2018 – 2021**

Instacart

- Directed multi-site operations across two high-volume regions, leading structured onboarding and performance evaluation strategies that enabled rapid regional expansion and scalable program launches in partnership with training and product teams.
- Facilitated cross-functional feedback loops between field teams and product stakeholders by leveraging Jira, Confluence, and dashboard analytics to optimize onboarding workflows and SOPs, reducing time-to-readiness by 25% and decreasing operational escalations.

## **CERTIFICATIONS**

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Scrum/SAFe Certified

AWS Certified Cloud Practitioner

Google Data Analytics Certificate

Full Stack Software Engineering Certification – Thinkful

## **EDUCATION**

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**Doctor of Public Health (DrPH), Global Public Health** – Indiana University Indianapolis

**MLA, Gastronomy (Food Systems & Food Policy)** – Boston University

**B.S., Anthropology and Integrative Biology** – University of Illinois at Urbana-Champaign

## **AWARDS & RECOGNITIONS**

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### **Lambda Alpha Academic Scholar**

Awarded during B.S. at University of Illinois at Urbana-Champaign

## **HOBBIES & PERSONAL INTERESTS**

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### **Hobbies**

Mentoring, Field Research, Food Policy Analysis

### **Personal Interests**

Health Technology, Public Health, Food Systems, Data Science, Platform Engineering

## **SKILLS**

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CI/CD Pipelines, Azure DevOps, Data & Platform Engineering, Cloud Technologies, Advanced Excel, Data Visualization, Snowflake, Anaplan, Power BI, Cross-Functional Team Collaboration, Agile & SAFe Frameworks, Product Strategy & Roadmapping, Platform Engineering Enablement, Stakeholder Engagement & Alignment, Health Equity & Policy Advocacy, Stakeholder Interviews & Requirements Gathering, Team Facilitation, Conflict Resolution, Executive Communication & Presentations, Cultural Competence, Community Engagement, Mentoring & Coaching, HIPAA, HITRUST, Risk Mitigation Strategies, Root Cause Analysis, Training & Adoption, Ethnography, Semi-Structured Interviews, Survey Design, Statistical Analysis, Literature Reviews, Policy Analysis, Mixed-Methods Data Synthesis, Field Research, Academic Writing, R, Python, Tableau, Google Data Analytics, Scrum, AWS Cloud, Full Stack Software Engineering