

# AMY WEDMORE

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## BUSINESS EXPERIENCE

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**Professional Sabbatical** | Outdoor Recreation Leadership & Trail Accessibility | Avon, CO | July 2021 – Oct. 2022

**Forestry Technician** | U.S. Forest Service | Summer 2022

- Improved trail accessibility on foot and bike by 30% by leading a 9-person crew to evaluate trails and create and prioritize maintenance plans to remove trees, fix trail grades, and divert water.
- Saved 2 hours per week of manual work by automating data ingestion of trail defects and aggregating usage information to efficiently plan and delegate trail work.

**Mountain Operations** | Vail Resorts | Winter 2021-2022

- Doubled customer research interactions to document and share user pain points with 4 departments.

**Capital One Bank** | McLean, Virginia | Jan. 2019 – July 2021

**Senior Associate, Product Manager** | Jan. 2020 – July 2021

- Saved over \$2 million a year in license and contractor costs by creating strategy to modernize legacy, vendor software; led 2 agile development teams to implement changes using AWS infrastructure.
- Re-prioritized \$1.5 million of feature work by using Snowflake and Google Data Studio to analyze changes in monthly customer transaction data during COVID; updated 1 year roadmap to address reduction in account opening and reallocate resources to focus on Teller-Customer interaction.
- Created 4 new concepts for vision of future in-person customer interactions by leading user research with branch Tellers from 3 different markets; synthesized feedback and presented to bank executives to gain go-ahead; translated vision to requirements to execute new approach with development team.
- Built year-long strategy for development of mobile-first ATM cash withdrawal feature on Android and iOS, using key milestones and KPIs to track progress for targeted release to 250K customer pilot.
- Engaged stakeholders across Design, Risk, Fraud, Strategy, and Operations to create KPI dashboards using Splunk, New Relic, and Google Data Studio to monitor performance and alert on potential issues.
- Improved transaction processing speed by 25% by establishing a goal to migrate 7 legacy SOAP APIs to modern RESTful APIs in 5 months, managing teams across 4 lines of business to complete the project.
- Managed the work of 15 full-stack developers across 3 teams, 4 time zones, and 8 workstreams.
- Submitted 3 patents outlining innovative vision of in-person banking to the U.S. Patent Office.

**Associate, Product Manager** | Jan. 2019 – Jan. 2020

- Decreased ATM cash overfill events by 50% and reduced card capture events by 75%, saving \$1.5 million a year in costs by creating an automated data monitoring platform for the ATM fleet.
- Developed year-long product roadmap to streamline the work of Operations, Customer Claims, and Deployment teams, improving request handoff time between teams by 10%.
- Received Product Experience Collaboration Award for coordinating stakeholders across 4 teams.

**Incentive Technology Group** | Arlington, Virginia | Aug. 2016 – Dec. 2018

**Business Analyst and Project Lead, Associate Consultant** | Jan. 2018 – Dec. 2018

- Saved \$250,000 a year for a financial institute client by planning and developing automated application reviews.
- Improved team efficiency by 25% by mentoring 3 new developers and teaching the Agile development process.

**Appian Developer, Associate Consultant** | Aug. 2016 – Jan. 2018

- Attained Platinum Appian developer rating by earning top 10% in certifications and coaching fellow developers.

## EDUCATION

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**University of Virginia** | B.S. Chemical Engineering | Charlottesville, VA | 2012 - 2016

- Water Sanitation Research, Guatemala (2014) | Captain of Women's Ultimate Frisbee Team (2015-2016)
- GMAT: 770 | 99<sup>th</sup> percentile

## SKILLS AND INTERESTS

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**Technical:** AWS, SQL, New Relic, Splunk, Google Data Studio, Databricks, Snowflake, HTML, CSS, Ruby

**Product:** Agile Roadmap Planning, Jira, Confluence, Design Thinking, Customer Empathy Research, Systems Thinking

**Interests:** Hike, cycle, ski, and snowboard; Practice yoga; Travel Internationally; Adventure with my Golden Retriever