Carrie Blair
Solutions Engineering - Management
Remote

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OBJECTIVE

With a solid foundation in operations and strategic initiatives, product delivery and software engineering leadership, my career is marked by a passion for creating and contributing to strategic planning processes, along with a track record of managing projects and teams remotely across multiple locations. My experience has honed my ability to think purposefully, while exceling in tactical execution and maintaining relentlessly high standards. I am now seeking a meaningful position in solutions engineering where I can leverage my skills in end-to-end delivery, customer insights, and leadership communication to drive meaningful innovations and operational excellence. Adaptable and results-oriented, I learn quickly and tackle challenges with an entrepreneurial mindset.

WORK EXPERIENCE

Narrowstack, LLC | Remote   February 2024 – Present

Head of Operations

- Architecting operational systems, artifacts, and events including All Hands, Quarterly Planning Sessions, Monthly Business Reviews, & Weekly Pulse meetings.
- Designing and refining scalable processes to support aggressive growth targets, including a 3-year goal of 400% growth in revenue at a 35% profit margin.
- Tackling complex problems with team members around the world to bring world class solutions to our clients.

Hope Media Group / Way Media Inc | Colorado, USA & Remote   February 2017 – February 2024

Contract, Product Manager   *November 2023 – Present*

- Orchestrated the product delivery lifecycle, aligning it with the mission of spreading hope, serving others, and loving Jesus.
- Managed project timelines, resources, and budgets with precision, optimizing efficiency and effectiveness in delivery through systems and processes surrounding product operations.
- Deeply engaged with users to understand their needs and enhance user experience, integrating valuable customer insights into product development processes.
- Guided strategic decisions in product delivery through data analytics, refining delivery processes and fostering continuous improvement across the organization.
- Shaped delivery processes and made critical decisions in alignment with the mission, challenging norms and driving innovation in product delivery while upholding accountability standards and maintaining transparency in progress updates on product initiatives.

Contract, Project Manager & Solution Architect   *November 2022 – November 2023*
Director, Software Engineering   *February 2022- November 2022*
Manager, Software Engineering   *May 2020 – February 2022*

- Led a team of software engineers through a merger transition, ensuring smooth integration of Way Media & Hope Media Group organizations.
- Managed internal employees and multiple contract firms for large-scale projects, fostering collaboration and maximizing resources.
- Implemented Agile framework as a Certified ScrumMaster, enhancing team efficiency and maintaining project focus during organizational changes.
- Acted as Scrum Master, Product Owner, and Manager, balancing multiple roles to drive successful software development despite limited resources.
- Collaborated with Senior Leadership Team and Vice Presidents to deliver valuable products and services, aligning engineering efforts with organizational goals.
- Facilitated sprint-based engineering processes, overseeing daily product backlog refinement to prioritize tasks and meet project deadlines.
- Spearheaded development of industry-leading fundraising suite and seamless migration of financial processors and CRM tools, ensuring uninterrupted service and enhancing donor relationships.

Software Engineer / Business Intelligence Analyst   *February 2017 – May 2020*

- Spearheaded a strategic shift in business strategy based on data insights, resulting in increased revenue and higher customer satisfaction.

- Overhauled database infrastructure by migrating from Oracle to MySQL, ensuring data reliability and efficiency, and consolidating four roles into one through automation.
- Provided critical metrics during the COVID-19 pandemic, enabling leadership to make data-driven decisions and prevent layoffs, establishing trust in data reporting.
- Implemented multiple automation tools to streamline processes, reducing job turnover and enhancing security by internalizing sensitive business information.
- Project-managed the development of a customer management software, leading a cross-functional team and utilizing Agile methodology, resulting in significant time and cost savings while improving customer support experiences.

Rescue America, LLC | Remote   January 2023 - February 2024
Contract, Solution Architecting & Software Engineering
- Spearheaded the development of optimized systems and processes for the outbound calling solution, resulting in a remarkable 300% reduction in costs and decreased training time for outbound callers.
- Conducted training sessions for director-level employees, imparting efficiency mechanisms and technological integration strategies, empowering the organization to leverage technology effectively.
- Played a key role in contract negotiations for a new outbound calling platform, leveraging technical expertise to ensure alignment with organizational objectives and requirements.
- Demonstrated strong cross-functional collaboration, working effectively without technical experts within the organization, showcasing adaptability and resourcefulness in achieving project goals.

Strategis Consulting, LLC | Remote   June 2015 – February 2016
Business Implementation Consultant
- Designed and managed a Microsoft SQL database to support data storage and processing for the Cost of Care application, optimizing efficiency and scalability.
- Developed comprehensive training materials and conducted sessions for both technical staff and end-users, facilitating seamless adoption and utilization of the application.
- Integrated the application with SAP Business Objects, enhancing reporting capabilities and providing users with actionable insights.
- Collaborated with management to provide in-depth technical training on Business Objects, contributing to the professional development of the team and enhancing overall skill sets.

AirWatch by VMware | Atlanta, GA   June 2014 – June 2015
Technical Software Consultant
- Provided daily technical support to customers, managing critical issues and conducting training sessions on product features during new releases, enhancing user proficiency and satisfaction.
- Implemented and integrated AirWatch SaaS and On-Premise solutions with existing infrastructure, including Directory Services/LDAP, SharePoint, Exchange ActiveSync, and Microsoft Powershell, optimizing operational efficiency and compatibility.
- Served as a Subject Matter Expert in Apple products, specializing in iOS and OS X devices, providing tailored support and training to customers on device configuration and management for specific business use cases related to email, content, applications, and secure data transfer.

EDUCATION

Clemson University
B.S. Computer Information Systems, *Computer Science Department*
> Activities and societies: Alpha Delta Pi Sorority, Blue Key Honor Society, Clemson University Guide Association, Upsilon Pi Epsilon, Student Memorial Chapel Committee, Campus Life Student Advisory Board, Undergraduate Student Senate, Freshman Council, Alpha Lambda Delta, Golden Key Honor Society

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LEADERSHIP AND VOLUNTEER EXPERIENCE

Volunteer, Soldier & Family Readiness Groups (SFRG) 2014 - 2024
Employee of the Year, 2020 | Way Media Inc, Overall
Employee of the Year, 2018 | Way Media Inc, Donor Development Department
> *Voted on by each employee, based on the 5 core virtues: (Bleeds the Mission, Positive and Fun, Problem Solver, Proactive Diligence, Can-do Attitude)*
Advisor, Alpha Delta Pi Sorority 2019 - 2022
Most Outstanding Freshman Council Member 2010-2011 | Clemson University Student Government