

# Christy Hernandez

📍 Raleigh, NC    ✉ christyhernandez404@gmail.com    ☎ 305-496-9367

🌐 <https://www.linkedin.com/in/christy-hernandez-5860ab31/>    🐙 <https://github.com/christyhernandez404>

## PROFILE

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Ambitious and experienced agile professional (Fortune 500) looking for a Senior Product Manager or Product Manager role.

I consistently aim to be challenged, I have a passion for process improvement and a commitment to excellence. My strengths include but are not limited to, building relationships, taking initiative, working well under pressure, and dealing with ambiguity.

## CERTIFICATES

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**Professional Scrum Product Owner I (PSPO I)**

**Professional Management Professional (PMP)**  
2213838

**Advanced SAFe Scrum Master (SASM)**  
89146187-0719

**Scrum Certified (CSM)**  
000947059

## SKILLS

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- |                             |          |              |
|-----------------------------|----------|--------------|
| • Jira Admin and Automation | • SQL    | • Snowflake  |
| • MySQL Workbench           | • Python | • PostgreSQL |

## PROFESSIONAL EXPERIENCE

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### Senior Product Manager

12/2023 – present

#### *My Community Homes*

- Led the BA/PM team and implemented the following within the dept:
  - Facilitating Lesson Learned sessions after a project/major deliverable has been completed, which increased customer satisfaction and relationships with the business.
  - BA/PM sync meetings to manage dependencies which mitigated issues prior to deployment.
  - Performing trainings after a major launch of a product or a module to ensure our internal users are informed on how to use the new system/module which reduced user errors and increased customer satisfaction.
  - Collaborated with the BA/PM team to ensure key data points for our portfolio of initiatives were regularly updated.
- Used Advanced Roadmaps(Jira) to plan and manage the organization's portfolio of tech initiatives.The Advanced Roadmaps plan is used when presenting to the c-suite our current work load and when initiatives will be done.
- Managed the development , devops and success of the following systems: Comp Analysis Tool and Repair & Maintenance Systems(Lessen, Dispatch).

## **Product Manager**

04/2023 – 12/2023

### *My Community Homes*

- Identified and coordinated new IT system developments, integrations or enhancements with business owners.
- Conducted market research.
- Worked with key stakeholders to define roadmaps.
- Worked closely with the engineering teams to design, develop, test and deliver defined capabilities.
  - Created sequence diagrams, entity relationship diagrams, use case diagrams, and high-level overview diagrams to define and document crucial processes and structures.
  - Conducted end-to-end QA testing.
- Supported releases by conducting end-user training, support documentation and on-going maintenance and support.
  - Created and ran SQL queries in PostgreSQL, Snowflake, and MySQL Workbench to perform root cause analysis and resolve operational and performance issues.

## **Senior Scrum Master**

09/2021 – 03/2023

### *City Furniture*

- Interviewed, onboarded, and trained new Scrum Masters
- Worked with stakeholders and the scrum master team to create and document standards (SOPs).
- Developed and regularly reported on delivery KPIs for all Agile teams, providing visibility on delivery performance.
  - Built a dashboard in Google Data Studio to allow users to filter and drill down on the sprint and monthly data.
- Lead the scrum master team in suggestions implemented (10).
- Received several department awards: OSM Associate of the Year, Cross-Functional Award, Top Performer Award.
- Continued to perform my Scrum Master responsibilities mentioned below at City Furniture.

## **Scrum Master**

12/2019 – 09/2021

### *City Furniture*

- Partnered and met bi-weekly with IT Managers and Product Owners to connect on team dynamics, performance, and areas for development.
- Facilitated all Scrum ceremonies: Standups, Grooming, Planning, Reviews, Retrospectives, and Project Retrospectives.
- Successfully resolved blockers for the team quickly.
- Became the go-to Jira Administrator for all agile teams.
  - Created boards, workflows, fields, statuses, permission schemes, reports, dashboards and +20 automations to reduce manual administrative tasks within Jira.

## **Associate Project Manager**

08/2018 – 12/2019

### *Ryder*

- Led the successful deployment of the following projects: 91 Software Implementations, 3 Large Capital Ventures, and 1 Robot Process Automation (RPA) initiative.
- Large Capital Ventures:
  - Led the planning and implementation of the Mileage Surcharge initiative which fulfilled an ROI ~300k for the 2018 billing cycle.
  - Led the planning and implementation of the Procurement initiative, projected to produce an annual ROI of 3 million.
  - Led the planning and implementation of the migration of a Tier 1 application to the Cloud.
- Robot Process Automation (RPA) Initiative:
  - Worked with Ryder's RPA team to create a bot that automated manual data entry done by the team in multiple systems. The automation saved the team 8hr/weekly.
- Received departmental awards: Top Performer and Most Improved Performer.

## **Project Management Associate**

06/2015 – 08/2018

### *Bayview Asset Management*

I led and completed the following projects: 15 process improvements, 11 change management, 7 system configurations, and 6 web page development.

- Led the configuration and implementation of Ultimate Software modules: recruiting, onboarding, performance management, and succession.
  - Additional workarounds, such as onboarding DocuSign and Google Analytics, were delivered to account for system gaps. Our carbon footprint was reduced and our data efficiency and integrity improved.
- Led the planning, development and rollout of over 150 SharePoint and 28 WordPress web pages.
- Participated and ran focus groups for the Asset Management and Loan Administration groups.
- Partnered with the Wellness Director to develop and deploy Wellness and Benefits-driven projects.
  - The initiatives directly impacted the organization's healthcare cost. Healthcare cost savings in the 2nd year were \$1,200,000.