ERIN ORSTROM

CSPO: Certified Scrum Product Owner

CONTACT INFORMATION:

eorstrom@gmail.com

Google Voice: 615-669-5603

Location: Nashville, TN

linkedin.com/in/erinorstrom

github.com/eorstrom

https://ErinOrstrom.com

SUMMARY

I am a technology professional 4+ years of software development experience. I have shifted into a Product role to assist clients in bringing their vision to life efficiently and effectively by presenting comprehensive solutions to meet their goals.

PROFESSIONAL SKILLS

- Clear and effective written and verbal communication
- Informed decision making
- Critical thinking
- Collaborative problem solving
- Personal and team organization
- Time management
- Leadership
- Prioritization
- Business analysis
- Adaptability
- Troubleshooting

TECHNICAL SKILLS & TOOLS

- C#, .NET Framework, ASP.NET MVC
- HTML, CSS, JavaScript, jQuery
- Relational databases, SQL Server, SQL Server Management Studio (SSMS)
- Git, Github, GitLab, BitBucket
- JIRA, JIRA Portfolio for Roadmaps

CAREER EXPERIENCE

naviHealth, Brentwood, TN
Product Owner, Integrations (currently remote due to COVID-19)
August 2020 - Present

- Gather requirements from stakeholders for new features and clearly and concisely define new feature user stories and technical requirements
- Work with developers, QAs, designers, etc. across teams to clarify requirements and ensure features are delivered in a timely manner
- Collaborate and build relationships with stakeholders and end users to understand their pain points, collect feedback on application use and workflows, and collaborate with them and the development team to implement solutions
- Work closely with counterparts in Product Management to align on the vision, product backlog, and roadmap

Software Engineer I / Product Owner / Technical Business Analyst
April 2019 - Present

- Act as a proxy for the users during development, and answer implementation and requirements questions from developers
- Gather business and technical requirements to translate into user stories
- Lead refinement sessions for the team to estimate effort of work for each item in the backlog
- Organize and prioritize the team's backlog
- Work closely with other Product Owners to understand the vision and direction of the products
- Main technologies and skills used: SQL in SSMS, New Relic, Kibana, C#, .NET, JavaScript, Angular 7, BitBucket, JIRA

Associate Software Developer / Technical Business Analyst
Jan. 2018 - March 2019

- **Key Achievement: In 2018, our team reduced our SLA ticket resolution time from 97 days to 34 days, a 64% decrease to remain compliant with SLAs**
- Research and triage reported issues, fix bugs, create documentation, and otherwise maintain code
- Assist with researching user experience and functionality improvements
- Work closely with Product Owner and Application Support team to understand the nature, scope, and severity of reported issues
- Perform business analysis by running queries on the data to evaluate impact and severity of reported issues

InfoWorks Inc., Nashville, TN
Software Engineer (contract)
June 2017 - Oct. 2017

- Collaborated on a project that dynamically generated tax service agreement contracts
- Implemented multiple features, average of 4-6 per sprint, to enhance user experience and implement new functionality
- Main technologies, and tools used: HTML, CSS, JavaScript, jQuery, C#, .NET, SQL, TFS, Visual Studio 2015, and SSMS.

ERIN ORSTROM

CSPO: Certified Scrum Product Owner

CONTACT INFORMATION:

✉ eorstrom@gmail.com

📱 Google Voice: 615-669-5603

Location: Nashville, TN

in linkedin.com/in/erinorstrom

○ github.com/eorstrom

🌐 https://ErinOrstrom.com

CERTIFICATIONS

Certified Scrum Product Owner, CSPO
Issuing Organization: Scrum Alliance
Valid: 06/2019 through 06/2021

EDUCATION

Nashville Software School, Full Stack Software Development
01/2016 - 06/2016
Nashville, TN

SavvyCoders, Intro to Web Development
10/2015
Nashville, TN

Austin Peay State University, BS in Sociology, GPA 3.86/4.00
Clarksville, TN

Strategic Technology Solutions - State of TN, Nashville, TN
Complex Application Developer (contract)
Aug. 2016 - April 2017

- **Key Achievement: Successfully transferred ownership of 80+ internal and public-facing applications across 52 departments from the 3rd party vendor to the new in-house application team in 8 months**
- Facilitated conversations between development and each department to understand current application usage and future needs
- Focused on application maintenance, enhancements, deployments, and planning for future development

💡 PROJECTS

Nashville Film Festival - Website Redesign
via Hands On Nashville/Geek Cause (fully remote project)
Nov. 2019 - Present

Website: https://nashvillefilmfestival.org/
Technologies/Tools: Asana, Figma, Moqups, Trello, WordPress,
Roles: Project/Product Manager, Web Developer, UX/UI Designer
Description: Nashville Film Festival wants their website redesigned to be more organized, easy to navigate, visually pleasing, and aligning with their values, mission, and overall branding.
Contributions:
- Communicate updates and requirements between the stakeholders and developers
- Create and maintain a product roadmap and with timeline estimates for the project
- Create low-fidelity wireframes for new page layout and design
- Define and track work with the developers using Trello
- Write and provide documentation for new features and changes as needed

NSS Cohort 12 Class Website
Apr. 2016 - June 2016

Github Repo:
https://github.com/nss-day-cohort-12/nss12-class-website
Live Website:
https://nss-day-cohort-12.github.io/nss12-class-website/
Technologies: HTML5, CSS3, JavaScript, jQuery, and Jekyll
Description: I was team lead and product manager on the creation of our class website. I coordinated the project's parts to ensure each part was completed and merged with the whole project successfully and saw the project through from vision to completed product.
Contributions: Initial repo and site setup, helped construct individual modals, group photo swap behavior, and overall project organization.