







# ERIN ORSTROM

Technical/Product  
Owner

## CONTACT INFORMATION:

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 github.com/eorstrom  
 ErinOrstrom.com

## SUMMARY

I am a technology professional with nearly 4 years of software development experience, looking to make a shift towards Product to assist clients in bringing their vision to life efficiently and effectively, solving their goals, and meeting their needs.

## 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
- Agile methodologies
- Adaptability
- Troubleshooting

## TECHNICAL SKILLS

- JavaScript, jQuery, Angular 4-7
- C#, .NET Framework, ASP.NET MVC
- Relational databases, SQL Server, SQL Server Management Studio (SSMS)
- Git, Github, GitLab, BitBucket
- JIRA, TFS (Team Foundation Server)
- New Relic, Kibana (ElasticSearch)



## CAREER EXPERIENCE

### naviHealth, Brentwood, TN

Software Engineer I / Product Owner / Technical Business Analyst

April 2019 - Present

- Collaborate and build relationships with stakeholders and end users
- Gather business and technical requirements to translate into user stories
- Act as a proxy for the users during development, and answer implementation questions from developers
- Organize and prioritize the team's backlog
- Lead refinement sessions for the team to estimate effort of work for each item in the 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.

### 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

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## CERTIFICATIONS

Certified Scrum Product Owner,  
CSPO

Issuing Organization: Scrum Alliance

Valid: 06/2019 through 06/2021

## EDUCATION

SavvyCoders, Intro to Web  
Development

10/2015, Nashville, TN

Austin Peay State University, BS in

Sociology, GPA 3.86/4.00,

Clarksville, TN

## Nashville Software School, Nashville, TN

Apprentice Software Developer

Jan. 2016 - June 2016

- Immersive full-time boot camp for full stack software development; 40+ hours a week learning and implementing the technologies presented and industry best practices
- Front-end client-side technologies include, but are not limited to HTML5, CSS3, Bootstrap, JavaScript, jQuery, and AngularJS
- Back-end server-side technologies include, but are not limited to C#, .NET framework, ASP.NET MVC, SQL, and Microsoft Visual Studio Community 2015 on the Windows 8.1 platform



## PROJECTS

### Nashville Film Festival - Website Redesign

Nov. 2019 - Present

**Website:** <https://nashvillefilmfestival.org/>

**Technologies:** WordPress

**Roles:** Project, Product Manager, Web Developer

**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.

### "Junior Developer Toolbox" | Podcast

Sept. 2017 - Apr. 2019

<https://JuniorDeveloperToolbox.com>

**Roles:** Cohost, Content Creator, Producer, Social Media Manager

**Description:** Junior Developer Toolbox was a podcast about building, maintaining, and surviving a career in software engineering. We provided real talk from the trenches about everyday life as a junior developer.

### 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

**Contributions:** Initial repo and site setup, helped construct individual modals, group photo swap behavior, and overall project organization.

**Description:** I was team lead 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.