

Evelyn Carone

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Technical Program Manager with demonstrable experience leading, coaching, and energizing technology teams in a fast paced and highly innovative culture. I thrive in a work culture that values agility, speed, and transparency.

Intuit (2016 - present)

Software Development Manager, Solutions Engineering

The charter of Solutions Engineering is to improve the experience for Intuit Developers with automation of common tasks, for infrastructure and tool configuration, needed to create new services, so that Intuit's 4k+ global community of developers can securely deploy new code into production in < 1 day. KPIs include (1) Speed of Creating "Day 1" tasks, (2) Automation of Architectural Standards, (3) Reduction in Manual Tasks.

Responsibilities

- Lead, coach, and mentor a team of developers
- Accelerate Self-Help for Developers
- Identify & automate common pain points
- Set goals and define metrics
- Plan, manage, and track progress
- Communicate progress and demo solutions

Highlights

- **Configure My Pre-Prod AWS + App Infrastructure**
 - Hello World from 3.5 wks to 1 day
 - Bootstrap local development (5 min)
 - Hello World pre-prod environment, sample code, and CICD pipeline (1 day)
 - Eliminated 100+ manual steps
 - Recognized for innovation and demo'd to both the CEO of Intuit (Brad Smith) & CEO of AWS (Andy Jassy)
- **Automate Deployments for Intuit Data Center**
 - Commit to Deploy from 2 weeks to 5 hrs
 - Fully-Automated promotion and release for all Intuit Platform (150 services)
 - Improved quality with Code Coverage and Conditional Pull-Requests (all 150 services)
 - Automated Governance & Maturity Dashboard
- **Automation of Common Tasks (workflow engine)**
Enabled 5 new E2E Experiences with more planned for FY20. Features include:
 - Create & Populate GitHub Repo
 - Create pre-prod and prod environments
 - Provide a working CICD Pipeline
 - Secure services behind the API Gateway
 - Automated email workflow approvals
- **Configure My Data Analytics Environment**
 - First Query from 1 month to 1 day
 - AWS Account Setup with analytics tools
 - Eliminated 10+ customer interactions, multiple emails, and 100+ manual tasks
 - Eliminated longstanding war room
 - Demo'd to Intuit CTO

Intuit (2008 - 2016)

Principal Technical Program Manager, Intuit Platform

The role of a Principal Technical Program Manager at Intuit is to run large-scale / enterprise initiatives, develop cross-organizational processes when needed, effectively lead/influence change, and facilitate decision making at all levels of the company. KPIs include (1) Progress-to-Plan, (2) Budget, (3) Release Cycle Time.

Responsibilities

- Develop Program Roadmap
- Set goals and define metrics for success
- Communicate progress and escalations (all levels)
- Define cross-organizational processes
- Manage execution across teams, geographical locations, and varying software development processes
- Staff, mentor, coach, and develop program management talent

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Highlights

- **Identity & Access Management**
 - Program Lead for rolling-out Intuit Login & Identity Management (all BUs – all products)
 - Developed goals and metrics for tracking multi-year / corporate wide adoption
 - Developed a maturity model and dashboard used to report progress to VPs, CTO, and Board of Directors
 - Partnered with development (producer) and BUs (consumers) to roadmap and prioritize work
 - Reported dotted line to Chief Legal Council for Privacy and VP of Platform Development
- **Staff / Corporate (additional responsibilities)**
 - Annual 3/1 year planning and budgeting
 - Quarterly planning
 - Nominated as an “Awesome Assessor” for hiring Program Management talent
 - Selected by the CTO to work with Intuit HR and Program Directors to define the Technical Program Manager Job Family / Career Track
- **Self Help (Intuit Tax Products) & Semantic Search**
 - Program Lead for uniting the Self Help Platform & Semantic Search capabilities
 - Formed and led a cross-organization team to improve search results for Customers and Call Center Agents
 - Rolled-out A/B testing for comparative analysis of search results
 - Improved Self Help net promoter scores by +20 pts and reduced Call Center volume by 5%
 - Reported dotted line to VP of Customer Care for Tax and VP of Platform Development
- **Data Center Migration**
 - Program Lead to migrate Intuit Platform Services to new data center (*I was tasked with turning around a failing project.*)
 - Formed and led a war room bringing together teams across functions, BUs, and US/India
 - Developed critical path analysis to help prioritize issues, risks, and escalations
 - Negotiated with SVP and CTO to allocate additional budget and approve a phased release plan to meet the most critical dates
 - Released the re-baselined schedule on-time with zero P0/P1 incidents

Intuit (1999 –2008)

Development Manager, Enterprise Applications

Virtual Integrators (1997-1999)

Account Lead for Network Engineering & Data Center Operations Consulting

AT&T NCR (1994-1997)

Systems Analyst

US Air Force (1983-1989) Honorable Discharge

Avionics Specialist

Education

University of San Diego (USD), MBA Business Administration

University of Maryland – European Division, BS Computer Science

Community College of the Air Force – European Division, AAS Avionics

Alamance Community College (NC), AAS Electronic Engineering