STRATEGIC PROGRAM LEADERSHIP

Ivy Murphy

EXPERIENCE

4 HEAD OF QUALITY AND VELOCITY - 2021 - 2023

- Strategically architected and led three concurrent Engineering teams, harmonizing efforts to amplify Engineering, Product, and Operations velocity while upholding stringent quality benchmarks throughout the SDLC.
- Pioneered programs that resulted in an 80% reduction in Engineering onboarding duration and a 75% decrease in CI build and test duration, significantly boosting overall project throughput at OpenSea.
- Instituted a resilient Engineering-wide incident response framework featuring comprehensive runbooks, DataDog monitoring, and an agile PagerDuty on-call rotation, ensuring uninterrupted 24/7 developer and CI support.
- Engineered streamlined funding and product feedback lifecycle processes, fostering tighter integration between Engineering and Customer Experience realms, resulting in swift resolution of over 70% of customer escalations by Product Engineering.
- Culturally shaped quality consciousness internally across Product, Engineering,
 Design disciplines and extended through to our end users by creating dog-fooding programs to support inclusivity in early feedback-

- Spearheaded initiatives to elevate quality standards across Brokerage experiences, driving a 48% increase in operational efficiency and flawlessly migrating millions of users and billions in Assets Under Management (AUM) without infrastructural degradation.
- Standardized automation practices across Infrastructure Engineering, realizing a
 ~20% reduction in manual regression testing and marked enhancement in pass rates
 to prioritize user stability.
- Championed optimization of Kubernetes test environments through innovative cluster management and user-friendly data creation UX tooling, garnering unanimous adoption across the organization.
- Provided astute leadership and guidance to a team of Quality Engineers, contributing to the enhancement of overall quality operations at Robinhood– *Medium*

■ QUALITY ENGINEER, APPLE | NEWS, STOCKS, WEATHER – 2017 - 2019

- Directed interdisciplinary quality planning and execution for proprietary iOS Apple News formatting language, Content Management System (CMS), and user metrics dashboard.
- Spearheaded efforts to ensure iOS Weather data accuracy, developing an internal macOS application to meticulously verify AQI data from numerous stations across the US.
- Engineered a sophisticated full-stack web application dynamically reflecting product status, ownership readiness, and coverage, effectively minimizing product defect risk.

EARLY CAREER

- **₡** QUALITY ENGINEERING INTERN, APPLE | SPECIAL PROJECTS − 2016
- **G** INFORMATION TECHNOLOGY INTERN, GOOGLE 2015

EDUCATION

Ⅲ INDIANA UNIVERSITY, BLOOMINGTON – 2017

Bachelor of Science in Informatics with High Distinction Specialization in Computer Science