Jennifer M. Coleman
Sr. Product Manager

Solution Development · Technical Product Management · Customer Focus
Agile Development · Teamwork

Professional Summary

- As Product Manager, created roadmaps, led sprint planning, reviews, and user story creation on regular cadence. Actively participated in all scrum ceremonies, reducing risk and driving value-creation in alignment with strategy.
- Innovated award-winning solutions that achieved multiple #1 rankings from Black Book research.
- Generated successful case studies and client solutions. Utilized agile principles as product manager, development manager and scrum master in various BI/Analytics, .NET, and web development projects.
- Data savvy – Streamlined data ingestion for healthcare data sets, revamped Enterprise Data Warehouse, and powered dashboard/analytic capabilities while improving data refresh rates.

Qualifications

Product, Project Planning and Execution	Full Lifecycle Software Development
Business / Requirements Analysis	MS Project
User Story Creation and Grooming	Agile Practices, Scrum methodology
Process Improvement	Cross-Functional Teaming
Customer Focus	Organization
Acceptance Criteria Creation	Stakeholder Reviews
Collaboration	Communication
Team-Oriented	Data Collection and Analysis, ETLs
Strong Work Ethic	Multi-Disciplined
Business Intelligence	Analytics
Healthcare IT	Leadership

Skills

- HTML5, CSS3, JavaScript, jQuery, Bootstrap, Responsive Design
- MongoDB, Express.js, React.js, Node.js, C#.NET, ASP.NET
- JSON, XML, Rest, Firebase, Java, JSP, VB.NET, WPF
- Azure
- VS Code, Sublime Text, Visual Studio, TFS, Git, Perforce, SharePoint, Jira
- SQL Server, SSIS, SSRS, Oracle
- Power BI, Tableau, MS Office

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Relevant Experience

Sr. Director, Product – Enterprise Data   **2015 to 2018**
SPH Analytics -- Alpharetta, GA

- Created roadmaps, performed sprint planning, reviews, backlog grooming, daily standups, retrospectives, and story estimation on regular cadence to reduce risk and drive value-creation in alignment with strategy, resulting in #1 product rankings from Black Book research.
- Routinely inspected completed user stories to ensure quality and acceptance criteria is met in alignment with UI/UX requirements.
- Decreased risk and improved estimate accuracy on highly complex data warehouse project by performing cross-functional requirement analysis, time-boxing code analysis, and embedding cross functional participation.
- Consolidated and expanded provider and payer data feeds to a common, uniform structure resulting in streamlined data ingestion and processing.
- Led the design of the data migration from Oracle to SQL server, retaining all trait data within industry look back periods to mitigate the cost of additional client extractions.
- Established 100+ data quality rule checks that improve the accuracy and integrity of incoming data.
- Built and prioritized product backlogs providing transparency and visibility into upcoming work.
- Conducted sprint reviews for delivered functionality on a regular cadence to stakeholders.
- Generated project plans, tasks and risks and aligned delivery dates with PMO.
- Partnered with cross-functional team to execute against roadmaps and release plans.
- Facilitated 10 education sessions to ready production support and ingestion teams in preparation for new releases.
- Improved efficiency of patient trait assignment, ETLs, backend processes and care opportunity reporting, leading to improved data refresh rates.
- Coordinated product activities for data ingestion, clinical data warehouse and dashboards.

Software Development / Technical Consulting Manager   **2006 to 2015**
QSI | NextGen Healthcare -- Atlanta, GA

- Improved delivery timeframes and team productivity by releasing quarterly Product releases and implementing scrum.
- Incubated and delivered Population Health Product – included a patient registry, identification of care gaps and patient outreach to close them.
- Gathered requirements and provided quotes as well as partnering with early adopters to drive development efforts and solutions.
- Created value-add solutions, from concept to delivery, contributing to the consulting divisions $10M annual revenue stream: GL, Refunds, Statistics interfaces, Population Health, KBM upgrade toolsets and data extracts.
- Integrated care management and dashboard functionality into the Electronic Health Record (EHR) providing a more seamless workflow for users.
- Monitored, managed, and communicated status, risks, and scope to PMO for agile teams.
- Led a 7-person development team using the .NET stack. Activities included quotes, demonstrations, development, maintenance and training.
- Improved upgrade times from 8 hours to under 1 hour by improving logic.
- Taught a technical database class biannually, including creation of training materials.
- Performed data conversions from legacy systems to NextGen Ambulatory EHR and Practice Management from a variety of source systems

- Promoted from Sr. Consultant to Supervisor to Team Lead prior to becoming Manager in 2011.

Software Engineer, Lead   **2001 - 2006**
*Aderant (formerly Solution 6 North America and Novient) -- **Atlanta, GA***

- Designed and developed search engines and graphical resource staffing views for IIS web application implementing MVC design pattern using Java, JavaScript and JSP.
- Converted web application from IIS to Tomcat to reduce TCO for clients. Delivered early.
- Performed SQL Server development (tables, indexes, views, stored procedures, functions, triggers), unit tested and integrated into controllers and UI to deliver functionality.
- Developed components to synchronize project tasks and resources with MS Project Server API and synchronize appointment bookings with Microsoft Outlook using CDOEX on .NET.
- Built consensus and coordinated the certified environments for releases.

Development Manager   **1997 - 2000**
*Clarus Corporation (formerly SQL Financials) -- **Suwanee, GA***

- Led development of Expense Accounting product releases and maintenance for a team of 4-6 members over several releases.
- Managed a matrixed, cross-disciplinary team (business analysts, software developers, technical writers, testers and consultants) that connected ERP systems to Clarus eMarket using messaging Products such as Level 8 Geneva and Microsoft BizTalk.
- ERP systems include SAP, PeopleSoft, Great Plains and Geac.
- Developed application install and upgrade logic for Expense Accounting Products.
- Executed and oversaw build processes for development.
- Implemented SQL Server performance enhancements for invoice entry and payment processing to rectifying pre-existing data anomalies.
- Started as Sr. Software Engineer and promoted to Manager in 1998.

 ****** *Prior experience available upon request*

Education

Master of Science in Computer Information Systems*, Georgia State University, Atlanta, GA*
Bachelor of Science in Computer Science*, Clemson University, Clemson, SC*

Certifications and Awards

- Pragmatic Marketing Certified (PMC-III) – Foundations, Focus, Build
- Certified Scrum Master® (CSM)
- Gold Star Performer Awards
- DBS Presidents Award
- Teamwork Awards