

Marcus A. Jones

Phone (580) 730-1598 Email: marcus.a.jones84@gmail.com

Recommendations: <https://marcus-a-jones.vercel.app/>

Experience Summary

20 years of customer service

12 years of management

4 years of engineering

10 years of branding and marketing

Accomplishments

- Led teams of developers and UX/UI designers for overseas businesses, managing projects from ideation to launch and providing technical guidance throughout the development process.
- Only student to manage multiple development teams as a Team Lead.
- Managed a podcast production, including editing, interviews, marketing, branding and promotion, for a team of 3 videographers and 4 interviewers. Grew the podcast's online presence from scratch, to over 400k Youtube subscribers.

Technical Skills

Frontend: CSS, Redux, Hooks, Storybook, Javascript, React, Nextjs, Angular, React Native

Backend: Nexus, Prisma, Express, Postgres, Docker, Git CLI, Vercel, CASL(auth), GraphQL,

Additional: Scrum Master, Agile Project Management, Roadmap Architect, Section Lead, Team Building, Team Lead, Jira, Terraform

Work History

March 2020 - May 2021 **Bloom Institute of Technology, Remote** *Section Lead*

- Demonstrated experience in managing multiple Team Leads using Scrum and Agile methodologies for meetings, sprint planning, daily stand-ups, and retrospectives by separating the process of development from product development.
- Provided constructive feedback to Team Leads to enhance collaboration and improve communication between teams, stakeholders and management.
- Exceptional conflict resolution skills with the ability to mediate resolve internal team issues between team members and leads.
- Maintain open communication channels with upper management to provide regular updates for multiple cross-functional teams about their progress, and collaborate on staffing needs to make adjustments based on project needs.
- Set up management tools such as Jira, trello and handled other DevOps tasks.

- Solved issues and concerns to ensure successful milestone completion.
- Managed team leads to ensure they all had the necessary tools.
- Develop go-to-market strategies whether online or in person event marketing to promote products to potential customers.
- Completed Payroll, verified team lead hours, addressed time discrepancies.

Management Training

- Created and updated training materials to improve guidelines and structure, while also adapting to changing business needs.
- Facilitated comprehensive training sessions for newly appointed section leads and teams to equip them with the skills and knowledge necessary to succeed.
- Developed and spearheaded a comprehensive welcome orientation program for new management, aimed at familiarizing them with the company's mission, values and culture to ensure seamless integration into the team
- Streamlined the process of preparing teams for presentations.
- Trained other Section Leads to manage Team Leads handling over 200+ professionals collectively at a time.

Jan. 2020 - March 2020 **Bloom Institute of Technology, Remote** *Team Lead*

- Managed daily meetings with teams and management to ensure necessary tools were provided to enhance the outcome of task completion within set timeframes.
- Coordinated weekly meetings with stakeholders to discuss project progress.
- Guided teams with questions and concerns during development projects.
- Managed stakeholder expectations by prioritizing features based on customer needs and business goals to ensure the final product deployment.
- Managed multiple teams of 8-12 professionals consisting of UX/UI, Full Stack Developers as well as Data Scientist.
- Guided teams through the process of ideation, conducting competitor research, establishing project roadmaps, and formulating measurable Key Performance Indicators(KPIs) based on data analysis, to track the success of projects and making-data-driven decisions.
- Scheduled one on one meetings with individuals to go over their progress, identified strengths and areas of improvement.
- Tracked performance of team members by assessing their ability to work in a team environment.
- Recommended to student success who should retake the course section.

Education

North Lake Community College- Graduating Year- 2008 Irving, TX

Degree: Associate of Arts

Bloom Institute of Technology, Remote - Graduating Year 2021 - Remote