

Marcus A. Jones

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

Examples of Experience: <https://marcus-a-jones.vercel.app/>

Experience Summary

15 years of customer service

7 years of management

4 years of engineering

10 years of branding in 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 person to manage multiple development teams while also a student.
- Trained other Section Leads (Senior Product Managers) to manage over 200+ students.
- Managed a podcast for several years for a group consisting of 3 videographers and 4 interviewers. I would oversee all aspects of production, editing, setting up interviews, marketing, branding and promotion. Grew the podcast's online presence from scratch, resulting in over 400k subscribers on Youtube.

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: 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*

- Managed Team Leads using Agile methodologies for organizing meetings, sprints planning, daily stand-ups, and retrospectives.
- Provided feedback to Team Leads to enhance collaboration and improve communication between students and management.
- Mediated resolutions for internal team issues between students and team leads.
- Assisted in managing 200+ students across 20+ projects during the labs section.
- Set up management tools such as Jira, trello and handled other DevOps tasks

- Verified attendance for students and employees, Solved issues and concerns to ensure successful milestone completion, managed team leads to ensure they all had the necessary tools.
- Completed Payroll, verified team lead hours, addressed time discrepancies.

Management Training

- Facilitated comprehensive training sessions for newly appointed section leads and teams to equip them with the skills and knowledge necessary to succeed in their roles.
- Championed the design and implementation of a highly effective welcome orientation program for new management, introducing them to the company's mission, values, and culture
- Streamlined the process of preparing teams for lab presentations, providing them with the necessary tools and resources to ensure their success.

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.
- Guided students with questions and concerns during development labs projects
- Managed stakeholder expectations by prioritizing features based on customer needs and business goals to ensure the final product launched.
- Managed multiple teams of 8-12 students consisting of UX/UI, Full Stack Developers as well as Data Scientist
- Assisted team's through process of:
 - Conceptualizing idea
 - Competitor research
 - Establishing roadmap
 - Formulating key performance indicators based on measurable outcomes, data analysis, and using them to track the success of projects and making-data-driven decisions
- Mediated internal conflicts between individuals working together
- Scheduled one on one meetings with students to go over their progress, identified strengths and areas of improvement.
- Tracked performance of students by assessing their ability to work in a team environment.
- Recommended to student success which students should retake labs section

Education

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

Degree: Associate of Arts

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