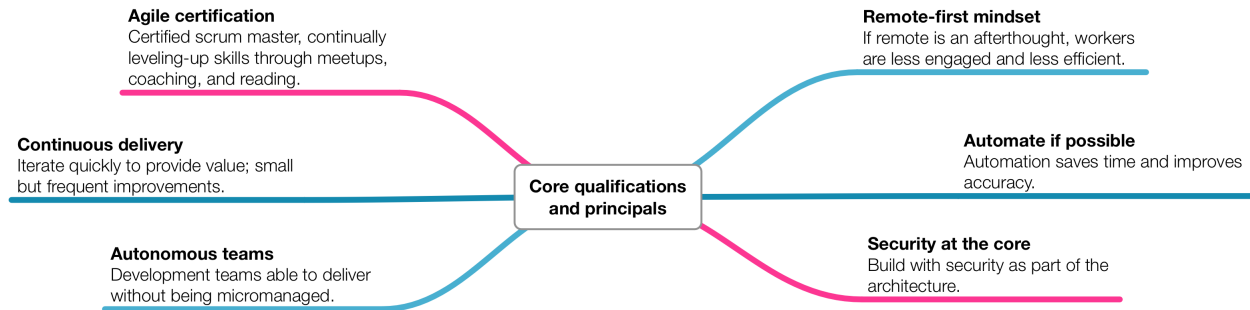


Jon Purdy

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EXPERIENCE

Independent Contractor 2010/09 - present

I left my full-time role at BlockX Labs primarily to help teams build software more efficiently, with the side benefit of improving team communication and autonomy. I'm best able to fill the following roles: scrum master, product owner, technical product manager, Agile coach, or project manager, or a combination of them.

Project Manager BlockX Labs 2018/06 - 2019/08

Typical of a startup, my role at BlockX Labs is a mix of a scrum master, product owner, delivery manager, and technical product manager.

Agile processes

Translated client requirements and feature requests to user stories. Bridged the gap between non-technical clients and our development teams.

Facilitated product roadmap creation, release planning, and sprint planning.

Facilitated inter-sprint ceremonies: daily scrums, demos, sprint review, and retrospectives.

Managed client expectations through backlog grooming and reprioritization based on story points and sprint velocities.

Built and iterated BlockX Labs Project Management Framework, which is a guideline for pre-project, during-project, and post-project management.

Product management

Facilitated the creation of product mission and vision statements to ensure that all stakeholders could ensure that delegated decisions would be aligned with the big picture.

Gathered feedback from development and user communities to integrate into and improve our products.

Built product websites, FAQ, and documentation. Gathered client and user feedback and iterated to improve.

Public-facing projects

Enzyme: browser-based wallet for Polkadot Network. getenzyme.dev

AIWA: browser-based wallet for Aion Network. getaiwa.com

Genesis Mobile: mobile front-end for Radar Relay DEX. genesisexchange.io

Infrastructure/Operations Manager Telna-KnowRoaming 2018/02 - 2018/06

Scrum for operations

Implemented Kanban board and continuously iterated the workflow over multiple sprints to match our team's process.

Reduced work in progress (WIP) by facilitating communication between various teams through co-creating backlog items.

Measured team velocity to reasonably estimate team's ability to complete work.

Implemented and facilitated team planning meetings, standups, and retrospectives.

Screened, hired, and trained new team members while building comprehensive onboarding documentation and service catalogue.

**Infrastructure &
Deployment Architect**
Telna-KnowRoaming
2016/12 - 2018/02

Datacenter to Private Cloud Web & API Migration: Proposed, planned, managed, and executed migration from self-managed physical servers running Xen to VMware-based OVH Private Cloud. Further automated VM deployment with Ansible to reduce provisioning time and effort.

KDNB (SSH Key Deployment System): Developed Python-based SSH key management and deployment system, which vastly simplified tracking of developers' SSH keys. Also built nbssh (Netbox SSH), which allows developers and administrators to quickly SSH into any system in our IPMI.

KnowRoaming Long Distance: Python rewrite of older PHP-based long distance server to support our new telecom network infrastructure and APIs, as well as improve performance and ease of maintenance.

Systems Administrator
KnowRoaming
2015/05 - 2016/12

Implemented Agile development processes to improve communication between project leads, development team, and QA team.

Improved upon PRTG monitoring system to track the status and performance metrics of all production servers. This included custom Python-based sensors to track metrics that PRTG doesn't support natively (wrote statsd2prtg on Github, among other custom sensors), and designing maps that display sensor information to make it easier for business and support teams to understand.

Implemented redundant, load-balanced web infrastructure based on NGINX. Allowed for website to be deployed to a UAT environment as well as trickling production users onto it with zero downtime.

Wrote various migration tools: automated legacy Google Groups export and import into Atlassian Confluence. Automated migration of users and tickets from Zendesk to Desk.com.

Support Team
KnowRoaming
2014/03 - 2015/05

In Romania, trained our support agents on site while developing troubleshooting procedures and escalation process.

Developed a custom web-based shipping portal for preparing CSV files for our shipping partners, sending out confirmation emails, and allowing support agents to reference shipping information.

Developed a JavaScript app that displayed customer information within the ZenDesk support interface, saving our agents around 20 seconds each time they accessed a support ticket.

Developed email notification system that notifies customers when their balance is low.

EDUCATION

2018/02

ScrumMaster Certification
agile42
Toronto, Canada

2011-2012

Bachelor of Education
Ontario Institute for Studies in Education, University of Toronto
Toronto, Canada

2004-2008

Bachelor of Arts, Major in Media, Information, and Technoculture
Faculty of Information and Media Studies, University of Western Ontario
London, Canada