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Senior Product Owner with extensive experience using Agile methodologies (Scrum, Kanban, XP) and toolsets (Jira, Rally) to document product features and enhancements. Skilled at defining and refining business processes, and implementing changes, including change management. Often identified as a leader, looking for a new role to continue to grow my skillset at a company that values personal and professional development and a fresh way of thinking about how they reach goals.

## **Professional Experience**

### **Product Manager, Relay Network, Radnor, PA, December 2017 – May 2019**

Relay Network provides a unique way for businesses to connect to their customers without the use of an app or a portal.

- Help drive education of Agile (Scrum and Kanban) processes and ceremonies to a team of people used to flying by the seat of their pants to deliver, including training materials and lunch and learns.
- Champion new Agile SDLC processes with the team, often as the primary influencer to software and QA engineers.
- Improve the documentation process and resulting artifacts for documenting new product features, both external (user guides) and internal (stories, acceptance criteria), to ensure an understanding of how the product should be built and how it works.
- Determine feature priority based on value to the business, value to maintaining the platform, and value to market (as compared to competitors) to help shape the roadmap of the product.
- Conduct elicitation sessions to define stories and acceptance criteria, and to build out the backlog for short term sprints and long term vision.
- Ensure that the business and engineering teams fully understand the compromises that come from building a great customer experience.
- Manage communication around new product features, releases (both internally and to Prod), and potential outages so that Client Success could set expectations with clients in the event of an upgrade or hotfix.
- Work with Marketing to define go-to-market strategies, and also to plan demos at conferences/other speaking engagements that may drive sales.
- Visit existing and potential client meetings with Sales to help proselytize the Relay mission, the product mission, and the value of the offering.

### **Senior Product Manager, Ring Solutions (formerly Zonoff, Inc.), Malvern, PA, March 2017 – December 2017**

Ring provides a suite of home security products including connected doorbells, cameras and lighting. In March of 2017 they added home automation and home security features to their list of offerings.

- Drive requirements activities for a home automation platform, including the definition and documentation of how specific ZWave and Zigbee devices behave when included in the platform.
- Research, define, and document requirements for a professionally monitored home security platform, including CP-01 and UL compliance.
- Work with architects and other technical stakeholders to ensure a clear understanding of the architecture and the roadmap for architecture to help guide decisions about business rules and features.
- Help run the buildout of a brand new call center from empty floor to CS agents taking live calls, including ordering and facilitating training material deliveries, scheduling infrastructure installations for the training room, (power and internet), providing input to the staffing plan, and determining the format of the training program.
- Ensure Community Support agent training on the new home security and automation product by creating training materials, delivering live training, authoring job aids and other supporting documentation, and providing live support on the floor during calls.

**Senior Product Manager, Zonoff, Inc., Malvern, PA, June 2015 – March 2017**

Zonoff provided a home automation and security platform that could be white labeled by their clients. The ecosystem provided ZWave and Zigbee support, as well as professionally monitored home security features.

- Complete competitive analysis and research to understand current market home automation and security offerings and identify opportunities to increase product usefulness, and to improve the overall offering.
- Understand the technology stack and architectural vision to ensure that business needs can be accommodated; or, if not, identify non-functional requirements to support new needs.
- Converse with users and gather feedback that translates into product enhancements and improvements.
- Work with the business, architects, development, and QA to author epics and user stories. Continuously define and iterate on those artifacts during grooming and within sprints.
- Act as the intersection between the business, technology, user experience (UX), and QA.
- Act as primary contact to one or more external customers to gather custom platform requirements, deliver status, and ensure that development is prioritizing custom work along with platform work.
- Support and mentor five development teams simultaneously (~60 Engineers and QA Analysts) during sprints to help answer questions, close gaps, and identify and triage blocking issues.

**Senior Business Analyst, Y-Prime, Malvern, PA, April 2014 – June 2015****R&D**

- Collaborate with clients and internal cross-functional teams to create user stories, wireframes, functional and non-functional specifications and other artifacts to support the developers and testers during sprints.
- Build and groom the product backlog and help the team plan releases based on client and market needs.
- Collaborate with the team as the Scrum Master, including facilitating meetings, removing impediments to progress, coordinating and completing UAT, and reporting team progress and status to clients and leadership.
- Author and execute test and UAT scripts to support the test team.
- Define, document and champion a new Agile SDLC, which includes the rollout of standard operating procedures (SOPs), guidelines, working instructions and training materials.
- Train, coach and mentor teams as they adopt the Agile SDLC.
- Provide input and feedback on organizational planning efforts, including the definition of a new organizational structure that can support current business needs, will scale for future business needs and provides support and professional growth for resources.

**QVC—West Chester, PA**

**September 2013- April 2014**

**Senior Business Analyst – Release Planning and Management**

- Build and maintain the product backlog for mobile (iOS/Android) e-commerce applications to support the German and UK markets.
- Complete user stories, use cases, wireframes and other requirements specifications to support the Agile Scrum process for the development of mobile (iOS/Android) apps to be deployed in three countries.
- Lead and mentor an international team of BAs, including capacity planning and management, coaching and mentoring, coordinating daily BA Scrum of Scrums and providing support to remove impediments.
- Provide BA support to multiple Scrum teams simultaneously, including attending Scrum meetings, providing clarifications on requirements issues, and completing UAT.
- Coach and mentor project teams as they shift to an Agile process, including training on Agile best practices and providing regular feedback on strengths and opportunities for improvement.
- Define and document the requirements intake process as a subset to the release management process, including facilitation of global review and signoff.
- Work with vendors to define and develop a custom training curriculum to help support staff as a new Agile SDLC is rolled out.
- Participate in the evaluation of Agile tools to support the SDLC, including definition of evaluation criteria, coordination of demos, and making recommendations based on process needs.

**Almac Group—Audubon, PA**

**May 2012- September 2013**

**Senior Business Analyst – Business Process Improvement (Agile) Initiatives**

- Define and document the strategic vision and phased roadmap for an Application Lifecycle Management (ALM) framework designed to provide a foundation for the introduction of a Scaled Agile Framework supported by Microsoft Team Foundation Server.
- Lead business process improvement (BPI) analysis to redefine a waterfall software development lifecycle (SDLC) into an FDA-compliant Agile SDLC.
- Work with vendor SMEs to design a Scaled Agile roadmap for the next-generation flagship product teams, including consideration of offshore resources.
- Define a continuous improvement strategy for the Agile processes including the definition of key performance indicators (KPIs) to measure team efficiency gains, definition of process change management policies, and definition of communication policies.
- Define and document Agile requirements management lifecycle and guidelines, including requirements change management in an effort to help evolve an agile, responsive and efficient process for executing on project requirements.
- Lead requirements analysis efforts to build a SharePoint site template to be used to report status of scaled agile teams as they rolled up through portfolios and programs.
- Document clear, concise requirements defining the toolset to support new processes including business, functional and non-functional requirements, use cases, prototypes and other supporting documentation.
- Design process and toolset training, and deliver live training to teams.
- Provide daily coaching/mentoring support to teams as the new Agile process is rolled out.

**Citi Prepaid Services—Conshohocken, PA**

**July 2011- May 2012**

**Assistant Vice President, Business Analyst**

- Work with an international client to understand and document “as-is” business processes in Visio and analyze those processes to recommend a prepaid solution supporting their business needs with higher efficiency and cost savings.
- Design and implement process and controls used to create, maintain and translate application collateral including training manuals, webinars and online help.
- Collaborate with a global product team to elicit business and functional requirements for net new features and application enhancements for cardholder and client-facing Web sites.
- Created strategic vision for next generation cardholder facing Web site including rollout and migration plans.

**Health Market Science—King of Prussia, PA**

**July 2010- July 2011**

**Business Analyst**

- Work with a cross-functional team to create a strategy for implementing an Agile Scrum methodology, including coaching, training, and rollout plans.
- Coach first project team through the Agile Scrum process, including support for questions, concerns and issues.
- Create user stories and other artifacts as requested to support the developers and testers through the sprints.
- Develop a user assistance model to support and enhance the user experience for existing and new solutions.

**Citi Prepaid Services—Conshohocken, PA****July 2009- July 2010****Business Analyst**

- Function as both project manager and business analyst to manage the international rollout of a new customer service process supported by an internally developed Web-based application.
- Identify opportunities for improvement within existing customer service processes and propose a new process that provides cost savings and gains in efficiency.
- Translate business and user needs into requirements specifications supported by use cases.
- Utilize skills in usability to help design user interfaces that maximize user acceptance and understanding of new processes.
- Manage onsite and offshore development teams to ensure timely project delivery.
- Maximize solution acceptance by coordinating user acceptance testing and training.

**Tools**

Microsoft Team Foundation Server and Sharepoint

Atlassian JIRA and Confluence

HP Quality Center and ALM

Productboard

Balsamiq

MS Office Suite

**Education and Certifications**

The Pennsylvania State University, Brandywine Campus, Media, Pa

Fall 1997-Spring 2001

Bachelor of Arts in English

**Certified Scrum Product Owner (CSPO), Scrum Alliance**

March 2013 (expires March 2019)

**Management Certification Program, Almac Group (Internal Certification)**

January 2013-September 2013