

Kristen Elizabeth Hernandez

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Experience

iRobot Corporation: Bedford, MA | Software Project Manager

August 2018-present

- Project manager for the internal Alpha testing of Roomba and Mop products on a quarterly Release Train cadence
- Coordinates between Software Engineering teams, Product Management, UI/UX teams, and the User Test team to ensure alignment
- Ensures that the goals of testing align with the technical feature releases of software
- Reviews user test feedback in Centercode and disseminates this information into JIRA for the software teams to triage
- Attends software bug triage meetings to affirm the Software Team has what they need from the User Test community to troubleshoot observed issues
- Presents to Product Management, Product Owners, and other business stakeholders findings from internal Alpha testing including cloud data observations, qualitative user test feedback, and software bug metrics
- Orders hardware needed for internal Alpha testing and provides the department in charge of configuring robots the proper specifications to configure testing robots
- Attends weekly Software Sync Meetings to understand the progress of Software Programs for released and unreleased product
- Attends weekly Software Program Management Operations meetings to align on process, discuss best practices, and explore process improvement

EBSCO Information Services: Ipswich, MA | Scrum Master

January 2017-August 2018

- Was a member of two agile software development teams, teaching, coaching, and guiding software developers and the product owner through the Agile and Scrum process
- Encouraged and optimized healthy collaboration and communication as well as mediated conflict within the team
- Experience with Scrum, Lean, and Agile methodologies
- Provided support as a servant leader for the team and stakeholders involved in SAFe
- Removed external and internal impediments to ensure teams achieve iteration goals and program increment objectives
- Facilitated ceremonies for Agile development teams
- Monitored and assessed team maturity using metrics and subjective assessment as barometers
- Challenged and inspired software developers to discover their inherent motivation to continuously improve
- ScrumMaster Certification through Braintrust Group
- Participated in Communities of Practices in order to gain knowledge and share best practices on professional development areas, including ScrumMaster and Conflict Resolution
- Participated in a Mentorship pilot program for career development

EBSCO Information Services: Ipswich, MA | Implementation Project Manager May 2013-Dec. 2016

- Project manager and liaison between librarians and technical Software as a Service teams who help build EBSCO Discovery Service (EDS) and OpenAthens for libraries
- Communicated directly with customers to help answer questions, address concerns, ensure timing needs are met, and sent updates about the EDS and OpenAthens implementations
- responsible for the US/Canada medical libraries
- Co-developed with other Implementation Project Managers on process improvement projects
- Helped train new Implementation Project Managers on the process for EDS and OpenAthens
- Participated in leadership development classes and conflict resolution training

Education

Harvard Extension School: Full Flex Stack Part Time

Sept. 2019-March 2020

Certificate Program to be a Full Flex Stack Software Developer

Westfield State University: Westfield, MA

Sept. 2008- Dec. 2011

Bachelor of Arts in Literature and Secondary Education, *cum laude*
Sigma Tau Delta English Honors Society

University of Maine at Farmington: Farmington, ME

Sept. 2007- May 2008

Undergraduate coursework toward Bachelor's of Arts in Literature and Secondary Education

Wachusett Regional High School: Holden, MA

Sept. 2003- May 2007

High School Diploma
National Art Honors Society

Skills

Full knowledge of Microsoft Office products, 3+ years' experience working with Rally and Confluence, experience working with JIRA, excellent at multi-tasking, excellent with customer service, great with organization, and continuous, life-long learner