Pauline Ferraro

PRODUCTION | COORDINATION

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PROJECT MANAGEMENT

- **Supported and supervised teams of 12+ in long-term & rapid development projects in Agile environment**, working within production pipelines from initial scoping and design meetings, QA and delivery, to client retrospectives and post mortems
- Conducted daily SCRUM standups prioritising team wellbeing and empathy. **Planned milestones, removed project blockers, led weekly production demos** and iterated based on feedback from stakeholders
- QA leadership role on complex concurrent projects from medical records, financial reports, and KPI analysis for leadership team. **Oversaw release, production and maintenance** of complex medical software and companion app
- Masters Degree in Game Design; created and produced interactive Choose Your Own Adventure book in Twine and physical print. Acted as team lead for peer projects, conducted risk assessments, and structured weekly cadence for projects

PROCESS & OPTIMIZATION

- **Advocate for accessibility** in documentation, workflow and product design
- **Updated and maintained project management tools**, supervised multiple deploys and kept accurate deploy scheduled with release notes and QA testing guides
- Developed **extensive documentation libraries, templates, and best practices** processes for reporting, QA and documentation briefs
- Used Figma and Framer to design wireframes for desktop and mobile interfaces

COLLABORATION AND COMMUNICATION

- Driven by **empathy-first communication style**; delivered feedback within ASK framework: Actionable, Specific, and Kind
- **Primary point of contact for client-development team communications** on multiple projects, ensuring project deliverables are clearly identified and delivered
- Collaborated with **language-diverse and culturally-diverse teams** remotely and in person across multiple time zones
- Oversaw onboarding, training and peer mentorship for new and existing employees across cross-functional teams
- Published author and panel speaker at CLT Summer Institute conferences on topics of Game design and UX theory

ABOUT

Empathy First project manager with 2 years experience.

SOFTWARE

Productivity

Confluence | JIRA | Trello | MS Office | Google Suite | Slack | Discord | Monday.com | SmartSheet

Engines & Languages

Unity | Twine | Github | CSS | HTML5

Creative

Figma | Framer | Illustrator | InDesign | Photoshop | Premiere Pro / Rush | Canva

SELECT WORK EXPERIENCE

Project Analyst, Proactive Technology Management
August 2021 - Current

Graduate Research Assistant, American University Game Lab
July 2019 - May 2021

Game Design Intern, EVERFI
September 2019 - December 2019

EDUCATION

American University
2021 | MA | Communication
Game Design

Old Dominion University
2018 | BA | English, Creative Writing