KELSEY LISENBE

Orange County, CA | (503) 830.7714| kblisenbe@gmail.com| in/kelseylisenbe

DIRECTOR OF AGILE DELIVERY

ENTERPRISE DELIVERY | QUALITY EXCELLENCE | AGILE TRANSFORMATION

Known for stabilizing complex delivery environments, rebuilding trust between Product and Engineering, and scaling teams through pragmatic Agile transformation while leveraging AI.

CORE STRENGTHS

Transformation Leadership	Scaled agile maturity to drive a **30% increase** in speed-to-market.
Product & Engineering Strategy	Aligned cross-functional orgs to deliver a **25% lift** in operational ROI.
AI & Digital Enablement	Integrated GenAI workflows to boost global team output by **20%**.

EXPERIENCE

FOX
Senior Technology Manager | 12/25 - Present
Lead Business Analyst / Agile Coach |12/24 – 12/25

- **Partnered with stakeholders** to elicit, document, and refine business requirements, translating complex needs into clear user stories and acceptance criteria that accelerated delivery and reduced rework.
- **Championed Agile transformation** for a team of 20 driving stable, consistent releases.
- **Led major platform integration initiative**, replacing legacy workforce management tools and improving operational efficiency.

LATHAM & WATKINS (CONTRACT)
Senior Technology Manager - QA | 5/24 – 12/24

Brought in as first-ever leader to modernize quality and delivery processes for 200+ enterprise applications (.NET, C#, SQL, Azure). Transitioned manual testers to agile automation teams, significantly improving team capabilities and operational efficiency.

- **Implemented enterprise-quality tooling** to increase transparency and streamline delivery workflows across 200+ applications.
- **Transformed manual testers into agile automation engineers,** ensuring reliable, high-quality releases for Finance and Legal systems across API, front-end, and data layers.
- **Led prompt engineering** initiatives for an AI-powered legal tool, improving user accuracy and boosting operational productivity.

SKIN LAUNDRY (RIF)
Director, Product Quality | 8/23 – 12/23

Brought in to rapidly streamline operational workflows, enhance iOS product delivery, and improve cross-functional alignment. Achieved substantial operational gains and measurable business improvements within four months.

- **Optimized daily project delivery workflows (Jira)**, directly boosting team productivity and efficiency by 25% across both iOS and web application teams.
- **Led product discovery and roadmap alignment**, accelerating clinic check-in performance by 50% and significantly enhancing customer experience.
- **Established strong cross-team communication channels** across product, development, and testing groups, proactively resolving delivery obstacles and elevating overall product quality and reliability.

SAVAGE X FENTY (RIF)
Director, QA & Platform Operations | 6/22 – 7/23

Aligned senior technology leadership around agile transformation and established outcome-focused, cross-functional squads measured by clear, strategic KPIs. Managed engineering, quality, and data budgets, and spearheaded capability-building initiatives across teams.

- **Modernized QA tooling and optimized cross-team workflows, including coordination with vendors,** which reduced delivery strain and improved staff retention by 15%.

PROFESSIONAL EXPERIENCE, CONTINUED

- **Built integrated metrics platforms (TestRail/Tableau)** to track and improve delivery performance, increasing release transparency and significantly reducing production incidents by 25%.
- **Architected and launched robust A/B testing processes for e-commerce**, driving a 30% increase in annual recurring revenue (ARR).
- **Directed test automation migrations and enhancements**, increasing execution speed and automation coverage by 25% through strategic team coaching and improved SDLC practices.

PARAMOUNT   Senior Manager, Software Test Engineering | 4/21 – 6/22

Led global Backend Content Systems engineering teams across four key groups, ensuring timely platform delivery and fostering a high-performance, people-first culture.

- **Built and mentored a global team of 26 engineers**, improving test coverage by 15% and elevating team capabilities through strategic leadership and proactive coaching.
- **Optimized automation strategies across front-end, back-end, and performance testing**, reducing overall time to market by 10% and ensuring alignment with strategic business goals.
- **Reengineered release procedures**, strengthening collaboration between DevOps, Product, and Engineering teams, significantly improving software quality and on-time delivery.

Fox (Contract)   Principal Product Owner/Scrum Master | 5/19 – 4/21

Conducted UAT sessions and prioritized feedback for product enhancements utilizing an iterative approach that consistently delivered business value, enhancing productivity by 20%.

EARLY CAREER & TECHNICAL FOUNDATION

DMV.ORG (COMPANY CLOSURE)   Lead QA Engineer | 9/18 – 5/19

- Directed test automation across six high-traffic, ad-driven content platforms, ensuring SEO alignment and performance optimization in collaboration with cross-functional teams driving +$2.4M ARR.

CONDÈ NAST (RIF)   Director, Product & Platform Integrity | 5/17 – 9/18

- Streamlined product operations increasing delivery confidence and cadence for SaaS Event Services platform.

REAL CAPITAL MARKETS   Senior Test Engineer | 6/15 – 5/17

- Led end-to-end quality and automation strategy for white-labeled Commercial Real Estate software, ensuring reliable quarterly releases through comprehensive front-end, API, database, regression, and user acceptance testing.

MADCAP SOFTWARE   Senior QA Engineer | 12/14 - 6/15
                                                      Senior Technical Support Engineer | 9/12 – 12/14

- Collaborated with R&D to test and refine .NET/SQL-based documentation tools, ensuring seamless technical documentation creation across print, web, desktop, and mobile platforms.
- Delivered exceptional customer support by responding to phone/email inquiries with a 2-day turnaround, achieving a 95% customer satisfaction rate through prompt and effective communication.

EDUCATION & CERTIFICATIONS

MBA (In Progress)	Boston University
Bachelor of Science, Information Technology	Kaplan University
Associates of Science, Information Technology	Kaplan University
AI for Scrum Masters	Scrum Alliance
Certified Product Owner (CSPO)	Scrum Alliance
CIO Women in Leadership	Irvine Technology Corporation
Agile Project Management Professional	Atlassian
Certified SAFe 5 Practitioner	Scaled Agile Inc.