Kelsey Lisenbe, A-CSM, CSPO

Director of Technical Operations & Delivery

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o **Technical Delivery Strategist:** 14+ years of experience delivering on-premises and cloud technology solutions for B2B, B2C, and D2C applications, with a strong focus on ensuring high-quality, scalable deliverables from planning through end-user support.

o **People Leader:** 7+ years of experience managing and mentoring teams of 3 to 30 test engineers, fostering individual growth and promoting a culture of technical and user-focused curiosity.

o **Operations Enthusiast:** Passionate about creating transparent, data-driven environments that provide leadership with clear visibility into daily operations, enhancing productivity through expertise in Atlassian tools and TestRail administration.

o **Agile Practitioner:** Advanced Certified Scrum Master and Certified Product Owner dedicated to empowering teams, fostering psychological safety, and breaking down initiatives into valuable, business-driven deliverables

Skills:

- Executive Leadership
- Digital Transformation
- Vendor Management
- Budget Forecasting
- OKR Management

- Agile & Waterfall Methodologies
- Monitoring & Alerting Strategies
- Project & Product Ownership
- Test Automation & CI/CD
- Risk & Change Management

- Marketing
- Data Driven Decision Making
- AI/ML
- Web & Mobile Development
- Database Management

Experience:

Technology Consultant   **Dec 2023 – Present**

Fox - Director, Product Delivery (Contract)

- Led the integration of a scalable Salesforce solution integrating with Workday, Mulesoft and Okta for the Playbook application reducing business operation costs by 25%.
- Administered TestRail, Jira and Confluence for project management, sprint planning, and issue tracking, streamlining workflows and improving team collaboration.
- Reduced business change requests by driving successful planning and implementation through close coordination with QA, development and business teams.

Latham & Watkins – Director, QA (Contract)

- Led the transformation of manual test engineers into Agile hybrid automation engineers, enhancing reusable test execution and ensuring high-quality releases for internal Finance and Legal applications.

Upwork – Director, Salesforce Solutions (Contract)

- Guided the development and deployment of custom Salesforce solutions to support insurance billing and payment records.

Skin Laundry (Department Closure)   **Aug 2023 - Dec 2023**

Director, QA

- Streamlined daily workflows and processes as a Jira Administrator, improving project delivery efficiency by 25% for iOS and web applications.
- Facilitated communication between testing, development, and product teams to resolve issues and improve overall product quality.
- Guided the product roadmap and led product discovery sessions for iOS application requirements enhancing clinic check in process speed by 50%.

Savage X Fenty (RIF)   **July 2022 – July 2023**

Senior QA Manager

- Led tooling decisions and optimized processes to reduce inefficiencies and workload strain, contributing to a 15% decrease in attrition as part of the Senior Technology Leadership team.
- Developed a TestRail and Tableau integration to publish nightly metrics, highlighting release quality and defect count, enhancing transparency and reducing production bug leakage.

- Formulated A/B testing QA processes for an e-commerce platform, resulting in a 30% increase in ARR.
- Transformed testing and delivery strategies for cross functional squads, reducing production incidents by 25%.
- Enhanced test automation coverage and speed of execution by 25% while guiding junior engineers to shift left in the SDLC.

Paramount   April 2021 – July 2022
Software Test Engineering Manager
- Hired, led and mentored a team of 26 global software test engineers fostering professional growth and achieving a 15% increase in test coverage through strategic leadership and collaboration.
- Enhanced front-end and back-end automation strategies, improving test coverage and maintaining alignment with business goals reducing time to market by 10%.
- Streamlined release procedures and policies, ensuring high-quality, on-schedule software releases by fostering seamless collaboration among DevOps, Product Management, and Engineering teams.

Condé Nast (Brand Closure)   May 2017 – Sep 2018
Director, Product & Platform Integrity
- Established a Quality and Product Center of Excellence standardizing best practices, driving innovation, and enhancing cross-functional collaboration to improve product quality and delivery.
- Led the product roadmap for a SaaS event platform while maintaining 90% client satisfaction across multiple high-profile clients that supported live events.
- Created end user documentation and trained clients on newly implemented features reducing support requests by 30%.

Individual Contributor Experience
Fox (Contract) - Lead Product Owner / Scrum Master
Led the product roadmap for .NET/SQL/JavaScript financial web applications and Salesforce solutions within Marketing and Entertainment divisions, including mockup creation, managing development teams, driving UAT reviews, writing user stories, and performing business validation.

DMV.org (Company Closure) - Senior QA Engineer
Maintained and enhanced data driven tests using Java/Selenium/TestNG/AWS data driven automation test suites for 6 owned and operated marketing ad-tech websites driving $2.4 MM in revenue.

Real Capital Markets - Senior Test Engineer
Performed front-end, API, integration, database, regression, and user acceptance testing to ensure reliable and high-quality quarterly releases for SaaS applications.

Madcap Software - Senior QA Engineer
Led regression, UI, localization, exploratory, database and API testing for a suite of technical documentation applications in a waterfall environment.

Madcap Software - Senior Technical Support Engineer
Delivered exceptional customer service by responding to inquiries with a 2-day turnaround, achieving a 95% customer satisfaction rate through prompt and effective communication.

Education
Boston University
MBA, (Expected August 2027)
Kaplan University
Bachelor of Science in Information Technology
Kaplan University
Associates of Science in Network Administration

Certifications
Microsoft | Generative AI for Business Leaders
Atlassian | Agile Project Management Professional
Irvine Technology Corporation |CIO Women in Leadership
Scrum Alliance | Certified Product Owner (CSPO)
Scaled Agile Inc. | Certified SAFe 5 Practitioner
Scrum Alliance | Advanced Certified Scrum Master (A-CSM)