

CHRISTY JACOBS

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PROFESSIONAL BACKGROUND

Christy is an accomplished, results-driven leader with over 20 years of experience. She has a comprehensive software development lifecycle and information technology background, and a proven track record of success in product and program management, process improvement, and change management programs across international, multi-site, and multicultural business environments. Her experience allows her to excel in fast-paced environments and enables her to work collaboratively with teams and all levels of management. She has led variously sized teams and utilizes her adaptable leadership style to help organizations transition through necessary change. Christy has excellent interpersonal skills with natural expertise in cultivating business relationships through a warm and approachable leadership style.

SELECTION OF RELEVANT EXPERIENCE

SAFe Product Management, FinTech

As a product manager on a major fintech customer portal, Christy was responsible of leading the team as they spearheaded a multi-year transformation and modernization program. The program consisted of moving to a new technology infrastructure, a modernized UX, along with key functionality enhancements to drive revenue. She created the overall business features and worked closely with the RTE to drive priority within PI planning while communicating delivery expectations to the line of business. Her role managed the flow of features from concept to a quality delivery. Christy achieved SAFe Certified Product Owner / Manager and SAFe Certified Practitioner designations in the role.

Program Management, FinTech

Christy was responsible for leading multiple, cross-functional projects and ensuring delivery timelines. Key tasks included working across lines of business to ensure funding, priority, and operational readiness were in place. Christy reported delivery timelines, key metrics, and drove resolution to escalations through multiple forums, such as Steering Committees, Sprint Reviews, and open calls with key sales and contract managers. Wherever she witnessed operational inefficiencies, Christy drafted improvement plans and drove the change while also measuring key results. These included improvements to the production issue triage process, better communication between product and agile development teams, and revising outdated help content.

Industry Experience

- Financial Services
- Legal Information Service
- IT Services
- Payment Processing
- Human Capital Management

Functional Expertise

- Product Management / Owner
- Business Analysis
- Process Improvement
- Agile Coaching
- Training Development
- Program / Project Management
- Quality Management
- Change management



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SELECTION OF RELEVANT EXPERIENCE

Technical BA, Human Capital Management Firm

Christy was brought in to an HCM company in order to support the migration of several acquired billing platforms into their strategic platform. Her responsibilities included elicitation of requirements, execution of gap analysis, and completing current state and future state assessments. She also prepared process maps, business requirements documents, run books for execution, change control documents, as well as risk assessment documentation to be used by the Audit team. In addition to successfully migrating two platforms, she delivered a reusable playbook to streamline future migrations.

Quality Management Leadership, Information and Workflow Solutions

Christy led a cross-functional team of over 100 resources while supporting multiple business units at a leading information and workflow solutions provider. Her scope included over 20 customer-facing products and systems, all aspects of the company's vendor management, while managing an organizational budget of over \$14M. This included developing and reviewing contracts, work order creation, and invoicing. She resolved program and project escalations for the Quality organization with high customer satisfaction, earning her a reputation of a trusted partner to the business. She developed multiple teams, including overseas operations, that achieved a consistent 98% defect detection rate, ensuring high-quality products for customers. Christy implemented multi-year strategies for reducing operating costs through process improvement, technology enhancement, and automation tools resulting in reoccurring company savings of \$100K annually. She transitioned teams from onshore to offshore vendors to meet customer, financial, and organizational goals. This included developing and executing a site relocation transition plan that successfully led to a consolidation of offices in two U.S. cities with no impact to quality or planned release schedules.

Technology Expertise

- Rally
- Jira
- Clarity
- Microsoft Office Suite
- Smartsheet
- Zuora Billing

Methodologies

- Agile Software Development
- Scrum
- SAFe
- Waterfall

Certifications

- Certified SAFe 5 Practitioner
- Certified SAFe 5 Product Owner / Product Manager

