Laura Bowling
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AI Product Manager | Agile Project Leader | Government Tech Consultant

Versatile project leader and certified AI Product Manager with 8+ years of experience driving modernization across government systems and AI development environments. Proven track record leading cross-functional teams in Agile environments, conducting quality audits for LLMs, and translating complex business needs into scalable technical solutions. Skilled in stakeholder alignment, sprint execution, and technical toolchains (Jira, Redash, Confluence, Google Workspace). Fluent in advanced Excel workflows and prompt writing for LLMs—bridging structured analysis with human-AI evaluation tasks. Adept at supporting both public sector transformation and emerging AI technologies. Seeking remote or hybrid roles in AI product leadership, tech consulting, or program delivery.

Core Competencies

- Agile Project Management
- AI Product Strategy
- Cross-Functional Team Leadership
- QA & LLM Evaluation Oversight
- Stakeholder Communication
- Process Improvement & Documentation
- Technical Writing (BRDs, FRDs)

Tool Proficiency

- Jira, Confluence, Redash, Azure DevOps, Google Suite, Microsoft Office
- GenAI Admin Tools, Discourse, Label Studio, Slack, Loom, Notion
- HTML, CSS, JavaScript (basic), SQL (moderate), Figma, Lucidchart, Canva
- Postman (API testing), TestRail, Miro, ClickUp

Professional Experience

Queue Manager (Contract)
Scale AI | Remote | Feb 2024 – July 2025

- Led QA reviewer operations for multiple LLM projects, increasing task accuracy by 20% through reviewer coaching, real-time feedback loops, and quality inspections.

- Achieved consistent project-level defect rates below 5% under my leadership, demonstrating strong reviewer enablement and QA process control.
- Hosted weekly training webinars and drove reviewer engagement via Community forums.
- Created and improved documentation and workflows to standardize evaluation practices across teams.

Project Manager
State of Louisiana - OTS | Baton Rouge, LA | Feb 2024 – Present

- Leading agile modernization of a statewide financial accounting system, managing 4 developers, a Scrum Master, and a Business Analyst.
- Conduct sprint planning, backlog grooming, and stakeholder demos to ensure alignment and velocity.
- Automated several high-effort financial reporting and transaction classification workflows, reducing manual entry time by 30%.
- Collaborated with fiscal staff and vendors to track project expenditures and align scope with available budget allocations, improving forecasting accuracy.
- Oversaw firewall and infrastructure coordination for LaCheckout, a universal online checkout/payment platform shared by multiple Louisiana state agencies.

Business Analyst
State of Louisiana - OTS | Baton Rouge, LA | Feb 2022 – Jan 2024

- Wrote and managed requirements documentation (BRDs, FRDs) across major modernization efforts.
- Facilitated cross-agency stakeholder sessions and clarified business needs for developers.
- Identified and corrected inefficiencies in motor vehicle systems.
- Managed content for product demos

Program Consultant / BA / QA / SME
Louisiana Dept. of Education | Baton Rouge, LA | May 2017 – Jan 2022

- Served dual roles across modernization projects (EdLink, child care licensing, and subsidies), contributing to data analysis, quality assurance, and stakeholder strategy.
- Audited multiple state and federal grant programs to ensure proper fund utilization, improving oversight and compliance processes.
- Conducted site visits and interviews to gather user feedback and translate real-world challenges into system and process improvements.
- Led the end-to-end rollout of a statewide child care background check system—designed, tested, and deployed successfully, enabling over 20,000 background checks before promotion.
- Produced test plans and documentation aligned with federal guidelines to ensure audit readiness and process standardization.
- Delivered critical reports for legislative and federal stakeholders, streamlining data accuracy and reporting workflows.

Management Analyst

Louisiana Dept. of Children & Family Services | Baton Rouge, LA | Jun 2013 – May 2017

- Generated and formatted data reports for child welfare and foster care operations.
- Managed funding pot and employee survey data analysis for operational improvements.

Key Projects

- **Various LLM projects - Scale AI**: QA lead across LLM evaluation tasks, improved team-level quality metrics, and documentation.
- **LaFACTS (DPS Finance)**: PM for agile modernization; managed dev team and helped implement backend code management features.
- **NEAL (OMV Driver Licensing)**: BA on statewide transition from mainframe to web-based license systems; authored use cases and QA plans.
- **EdLink (LDOE)**: Dual-role BA/SME for child care licensing modernization; ensured regulatory alignment and stakeholder satisfaction.

Education

MBA, Project Management Concentration
Louisiana State University, Shreveport — Graduated July 2024

Bachelor of General Studies (Behavioral Science + Business)
University of Louisiana, Lafayette — 2004–2006, 2022

Certifications

- **AI Product Management Certificate** (Elvtr)
- Six Sigma Green Belt (Transformance Advisors)
- CIW Web Foundations Certificate

Typing + Admin Skills

- Typing: 60+ WPM • Numeric Entry: 11,000 KPH
- Fast, accurate with large data sets, documentation, and internal tooling

References available upon request.