

# Maggie Hedrick

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## Work History

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### **KAR Global**

*Product Owner*

*Jul 2019 - current*

- Worked closely alongside leadership to establish the roadmap and growth strategy for SRE
- Led standardization of agile process and framework after pivot from SAFe
- Met with customers and stakeholders on regular cadences to present product goals and vision and elicit needs for future delivery, align expectations, and set priority
- Maintained product record as well as teams' operational and capitalizable budget and forecast
- Composed user stories, features, and epics with tightly defined acceptance criteria and accepted work to ensure correct work was completed
- Have been product owner over several teams and workflows - currently over only two SRE teams, previously automation engineering and infrastructure

### **Genesys / Interactive Intelligence**

*Senior Software Engineer*

*Jan 2018 - Jul 2019*

- Took lead for front end technical direction of multiple products, which included updating legacy products and staying current with technology standards and best practices
- Managed the design, implementation, and user acceptance testing of UI/UX on internal professional services tool for time tracking, billing, invoicing, and reporting
- Provided global post-release support of a major software initiative merging two quoting, billing, and project management systems for a multi-million dollar professional services organization

*Software Engineer*

*Jan 2015 - Jan 2018*

- Captured business requirements from stakeholders and executive team to implement custom tools, such as a resource allocation tool and customer outage tracking report
- Revamped internal product branding twice, along with total product redesigns
- Handled UI/UX design and direction on internal team agile tracking tool

*Application Developer*

*Oct 2013 - Jan 2015*

- Full stack development using C# (.NET), Microsoft SQL, and JavaScript with Bootstrap 3 and Knockout JS for an internal professional services quoting and project management suite

## Education

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### **B. Sc in Computer Science**

*Indiana University-Purdue University Indianapolis*  
Minor in German, Grader Fall 2012, TA Spring 2013

*2009 - 2013*

## Additional Information

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- Web Development with Visual Studio and VS Code, languages including C# and JavaScript, and Sketch for mockups and wireframes
- Previously Certified Scrum Master through Scrum Alliance (000558512) and Certified PO/PM through SAFe 4 (62370760-2575)
- AWS Certified Developer (SH23NNZCBB44QJ39) Issued Jun 2019, Expires Jun 2022