




NOELLE PAVLOVIC

Front-End Software Engineer/Product Owner

CONTACT

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 Windsor, Ontario

EXPERTISE

JavaScript, React, jQuery

Node.js

HTML5, CSS, SASS, BEM

PostgreSQL, MongoDB

Agile Methodologies

Scrum

Product Ownership/Management

Software Development Life Cycle

EDUCATION

2000 - 2004

BACHELOR OF COMPUTER SCIENCE

University of Windsor
Windsor, ON

October 2017 - December 2017

WEB DEVELOPMENT PROGRAM

BrainStation
Toronto, ON

CAREER OBJECTIVE

A dedicated and enthusiastic Front-End Software Engineer, who is certified in Agile methodologies, and has a strong background in project planning, product ownership and product management, seeks a position in a thriving technology company. A passionate and lifelong learner, she is quick to familiarize with the latest technologies and industry developments. She demonstrates a logical and analytical approach to solving complex questions and can solve problems effectively and efficiently. Enjoys being part of a successful and productive team and thrives in highly pressurized and challenging working environments.

WORK EXPERIENCE

2017 - Present

Independent | Windsor, Ontario

FRONT-END SOFTWARE ENGINEER/PRODUCT OWNER

- Designed and developed user-facing design elements and functions and implemented these features in functional single page applications using React and JavaScript
- Served as Product Owner for the engineering team, leading the Backlog Refinement, Sprint Planning and Sprint Retrospective ceremonies.
- Engaged with clients to refine requirements and translate them into user stories that resulted in deployable incremental improvements of the systems.
- Created RESTful APIs and used HTTP methods to preform CRUD operations
- Utilized React, Node.js, Express, HTML5, CSS, Bootstrap, PostgreSQL, MongoDB, Git

2002 - 2017

University of Windsor | Windsor, Ontario

SENIOR COMPUTING CONSULTANT, INFORMATION TECHNOLOGY SERVICES

- Project Lead for the IntelliResponse service, a digital self-service and customer engagement software, on all University of Windsor websites
- Project Lead of call tracking and ticketing system by TeamDynamix, across the University Campus
- As Project Lead, worked together with the manager of Client Services, Director of IT Services and IT Steering committees to define clear goals for the product.
- Defined a clear and concise product vision based on goals.
- Developed roadmaps for the goals and features offerings over time.
- Created product backlog of user stories derived from the required features of the product and prioritized said stories based on scope, budget and time.
- Regularly participated in product backlog refinement.
- Participated in planning and based on value to organization and effort required negotiated a plan for each interval.
- Participated in daily meetings with the team to discuss what work was completed, what is in progress and if there are any issues.
- Participated in reviews, demos and retrospective at completion of each interval.

CERTIFICATION

CERTIFICATE

CERTIFIED SCRUM PRODUCT OWNER

Scrum Alliance, Westminster, CO

CERTIFICATE

CERTIFIED SCRUM MASTER

Scrum Alliance, Westminster, CO

CERTIFICATE

CERTIFIED SAFe PRODUCT OWNER/PRODUCT MANAGER

Scaled Agile, Boulder, CO

CERTIFICATE

WEB DEVELOPMENT PROGRAM

BrainStation, Toronto, ON

CERTIFICATE

ITIL VERSION 3

LCS, Belleville, ON

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github.com/noellepavlovic

EXPERIENCE CONTINUED

- Deployed strong fault finding and diagnostic skills to troubleshoot an array of customer queries promptly, resolving a large proportion of calls at first contact and created and prioritized user stories in IntelliResponse and TeamDynamix backlogs in order to proactively address them.
- Organized user stories into epics and created story maps in order to enable the engineering teams to effectively plan iterative execution.
- Delivered first and second level support onsite and offsite using remote assistance tools to diagnose and resolve an array of software, hardware and network, issues and remotely install supported software.
- Engaged with and supported the work of IT technicians and Software Engineers across departments to effectively resolve multiple issues and develop new features on the platform.
- Coordinated all user account management aspects of the business, establishing new accounts for faculty, staff and students, and designated the appropriate authorization levels.
- Led and supported the recruitment and selection of suitably qualified and experienced team members to join IT Services.
- Prepared complex and detailed end-user documentation and training material including coordination of new system launches and capabilities.
- Responsible for the creation and ongoing maintenance of the ITS web pages, managing the content as required.
- Managed all administrative duties including payroll, monthly report creation and the organization of student information sessions.
- Generated reports based on utilization statistics and using this data to inform new product features needed in TeamDynamix and IntelliResponse.
- Managed part-time consultants, including training, daily supervision, performance reviews, shift scheduling and payroll reports.
- Supervised, mentored, and provided ongoing support to new team members, delivering training to equip them with the relevant skills to carry out their work effectively.

2002 - 2004

University of Windsor | Windsor, Ontario

TEACHING ASSISTANT, SCHOOL OF COMPUTER SCIENCE

- Provided support to students enrolled in a course concentrating on web development.
- Delivered group and one-on-one assistance with key areas of the course.
- Assessed assignments, projects and final project websites and proctored the midterm and final exams.

REFERENCES

Available upon request