

# CONTACT



(519) 890-4645



noelle.pavlovic@gmail.com



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

# NOELLE PAVLOVIC

Front-End Software Engineer/Product Owner

# **CAREER OBJECTIVE**

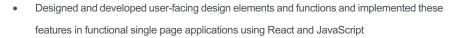
A dedicated and enthusiastic Front-End Software Engineer, who is certified in Agile methodologies, and has a strong background in project planning, product ownership and product management, seeks a position in a thriving technology company. A passionate and lifelong learner, she is quick to familiarize 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



- 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

## **FOLLOW ME**

linkedin.com/in/noelle-pavlovic

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