

TAYLOR RONGAUS-PETTIT (she/her)



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Atlanta, GA & Remote

EDUCATION

BACHELOR OF SCIENCE, COMPUTER SCIENCE

University of Notre Dame

August 2014 – May 2018

CERTIFICATIONS

CERTIFIED SAFE 5 PRODUCT OWNER/ PRODUCT MANAGER

March 2023 – Present

CERTIFIED SAFE 5 SCRUM MASTER

January 2022 – January 2023

KEY SKILLS

PRODUCT MANAGEMENT

User Story Writing, Business Process Design, Roadmap Development, OKRs, User-Centric Design, Stakeholder Management, Data-Driven Decision Making, Cross-Functional Leadership

AGILE METHODOLOGIES

Scrum, SAgile, Kanban, Feature-Driven Development, SDLC

USER EXPERIENCE

Empathy-Driven Design, User Research, 508 Compliance, Prototyping

BUSINESS TOOLS

Jira, Trello, Miro, Figma, Azure DevOps, Microsoft Dynamics & Power Platform

ADDITIONAL SKILLS

Proficient in reading and understanding code to support technical collaboration and troubleshooting. Working knowledge of APIs and System Integration methodologies. Meticulous attention to detail, excellent organizational skills, and poised under pressure.

SUMMARY

Dynamic and results-oriented Product Manager with over six years of experience in analytics, product strategy, and data-driven decision making. Proven ability to design and deliver innovative, user-centered solutions leveraging modern software engineering practices and cloud technologies. Strong track record of driving business productivity and improving user experiences through thoughtful product development and cross-functional leadership.

EXPERIENCE

MANAGER TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

August 2023 - Present

- Led 1 → n product development for a federal agency's digital transformation initiative, scaling existing Microsoft Power Platform applications to support a use case 50x larger than any previous implementation. Delivered requirements and solution design for 1,000+ user stories, crafting experiences that address real user feedback and pain points.
- On an implementation team of over 30 resources, directly managed a team of 10 business analysts, offering mentorship and guiding career development, in addition to supervising work products such as business process analysis and user story design.
- Enhanced team agile practices in a fast-paced environment. Facilitated agile ceremonies such as release planning, daily standups, retrospectives, and sprint demos. Implemented dashboards tracking metrics to analyze and improve team velocity by over 2x story points.
- Defined business processes and designed intuitive, 508-compliant experiences by closely collaborating with developers, testers, and designers to ensure user-centric solutions, while adhering to compliance with the Code of Federal Regulations (CFR).
- Led the migration of legacy data into new system architectures, ensuring that users' historical data remained accessible and useful, both to them and to the agency staff.

SENIOR TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

October 2020 – August 2023

- Product Owner for a globally distributed product team, overseeing the development and release of new features for multiple business-facing applications. Focused on streamlining user engagement and improving user journeys through stakeholder feedback, data insights, and better design.
- Collaborated with stakeholders to align product vision with company objectives, ensuring consistent user experience and strategic growth. Tactically defined roadmaps, Objectives and Key Results (OKRs), features, and releases to execute on the product vision.
- Led complex integration project across multiple impacted product teams, prioritizing user outcomes and experiences to improve service delivery. Managed a tight timeline and test plan to prevent schedule slips and ensure a successful on-time release.

TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

October 2018 – October 2020

- Led the design and configuration of order-to-cash processes for a business transformation project, optimizing workflows from order management through payment processing via low-code automation tools and system integrations via APIs and SFTP.
- Managed and trained junior team members who were new, both to EY and our technology.

RESIDENT & TEACHING ASSISTANT | UNIVERSITY OF NOTRE DAME

May 2015 – June 2018

- Supported students abroad in London, fostering independent learning and critical thinking skills while navigating an unfamiliar landscape. Hosted office hours and assisted first-year engineering students in the classroom, while also serving as a mentor and resource outside of the classroom.