Project Manager

FIVE PACK

Overview

Established Program Management Office Director with over 20 years of experience managing and leading diverse projects across IT and Healthcare software development platforms. Directly managed co-located teams of software developers and project managers. Leveraged previous accomplishments and experiences as a software developer, business analyst, and project manager to become a strong, multifaceted project management professional.

Skills

- Program Management
- Certified Scrum Master
- Client Relationship Management
- Project Planning and Estimation
- Agile Practices
- Team Leadership
- Process Improvement
- Business Development
- Roadmap Planning
- Regulatory Compliance
- Risk Assessment and Mitigation
- Bug Triage and Issue Resolution

Experience

VP of Software Engineering

Five Pack • Frisco, TX
Mar 2021 - Present

- Successfully manage client relationships and serve as the primary point of contact for project-related communication for enterprise apps such as American Airlines, Hogo, etc.
- Lead and oversee the development team, ensuring effective collaboration, resource allocation, and timely delivery of custom and staffing projects.
- Develop and maintain strong client partnerships, fostering trust and providing exceptional customer service.
- Conduct project planning, scoping, and estimation, aligning client requirements with team capabilities and ensuring project feasibility.
- Implement and refine project management methodologies, processes, and best practices to optimize team efficiency and project outcomes.
- Collaborate with cross-functional teams to identify and address project risks, issues, and dependencies to ensure successful delivery.
- Drive business development efforts by identifying and pursuing new opportunities with existing and potential clients, leveraging strong relationship-building skills.

Director of the Program Management Office

Airstrip Technologies • San Antonio, TX
Feb 2013 - Mar 2021

- Directed and oversaw the Program Management Office (PMO) to ensure IT programs and projects met organization goals, requirements, resource allocation, and budget.
- Implemented several hospital projects along with the associated system integrations of EMRs, telemetry, and patient monitoring systems.
- Managed development project managers and Android/iOS developers, providing training, project guidance, and yearly employee performance reviews.
- As the Scrum Master, facilitated sprint kick-offs, planning, demos, backlog grooming, and daily scrum standup for iOS, Android, server, and web projects.
- Managed administration of Atlassian JIRA and Confluence applications, overseeing their utilization for design history file (DHF), project documentation, wiki, requirements tracking, and production releases.
- Developed new project documentation templates to support company changes.
- Planned and communicated the development roadmap and project statuses to stakeholders, company executives, and other relevant parties.

Stacey Johnson

Project Manager, Scrum Master

Experience (Continued)

Project Manager

Airstrip Technologies • San Antonio, TX
Jul 2011 - Feb 2013

- Worked directly with the Product Management team and the development organization to determine project scope, timelines, and deliverables.
- Triaged production bugs and communicated deliverable timeline for the fixes to the support organization.
- Completed project documentation for each released new project or hotfix, gathered required stakeholder approvals, and filed documentation with Quality Assurance and Regulatory.
- Managed project relationships between the product, development, and testing teams.
- Implemented the agile methodology by leading sprint planning meetings, assigning backlogged requirements to developers, and conducting demos of coded work for testers.
- Supported the Quality and Regulatory team through successful FDA and external vendor audits by providing supporting design control.

Salesforce.com Administrator II

Rackspace Hosting • San Antonio, TX
Feb 2011 - Jul 2011

- Administered sales force automation tool used by the Rackspace worldwide sales organization to manage prospective customers, existing customers, and sales opportunities.
- Worked with stakeholders to manage and implement business changes which affect all end-users' business processes.
- Planned, scheduled, implemented, and communicated biweekly system releases including enhancements and system process changes.
- Led the project to convert the Support organization from an internally developed CRM tool to Salesforce.com.

Business Systems Analyst III

Rackspace Hosting • San Antonio, TX
Sep 2007 - Feb 2011

- Managed small and large scale projects including gathering requirements, user acceptance testing, QA integration testing, release management, end-user training, and production maintenance.
- Worked closely with different business units and end-users across the organization to maintain system health on Salesforce.com and integrated systems.
- Triaged production issues by communicating directly with all stakeholders and managing the issue until resolved.
- Worked alongside the business and development team to define requirements and produce a successful product for the requesting user/department through the agile development process.

Software Engineer

Rackspace Hosting • San Antonio, TX
Apr 2006 - Aug 2007

- Gathered and defined project requirements for the Onyx CRM system by meeting with the end users and business analysts.
- Developed system enhancements for the Onyx CRM system using HTML, ASP, VB Script, and SQL stored procedures.
- Planned and attended scheduled releases in coordination with other company software releases.
- Attended and participated in company service assurance meetings to discuss any software releases which could impact the related departments.

Stacey Johnson

Project Manager, Scrum Master

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Certifications & Training

- PMP - Project Management Professional, August 2011
- CSM - Certified Scrum Master, July 2015
- Effective Application of Agile Practices in the Development of Medical Device Software
- Risk Management for Medical Devices and ISO 14971
- European Union MEdical Device Regulation Certified Internal Auditor Training