

Technology leader with +25 years of experience, including Product Management, design, and development.

## Education

### Savannah College of Art and Design

Bachelor of Fine Arts, Painting and Art History (Double Major)  
*Magna cum laude*

### UC Berkeley Executive Education

Product Manager, Machine Learning,

### Scaled Agile Inc.

Certified SAFe 5 Agilist

### Product School

Product Executive Certificate  
Product Leader Certificate  
Certified Product Manager (CPM)

### General Assembly

Data Analytics Bootcamp

### Adobe Inc.

Adobe Certified Instructor

## Awards and Recognitions

**Bayes Hack 2016 Challenge**,  
Winner, 2016

**Women in Tech**, Winner, Capital One/Angel Hack, 2016

**VIP Award**, SIG at Booz Allen, 2017

**DCFemTech Award**, 2017

## Skills

**Product Management:** product lifecycle management, product vision and strategy, market research and analysis, user-centric design and research

**Technical:** CRM, CMS, GitHub, JavaScript, Jira, Python, SaaS, SQL

**Business:** strategy, budgeting, financial modeling, go-to-market strategy, OKR and KPI reporting

**Project Management:** Agile methodologies, roadmapping

**Leadership:** stakeholder management, team leadership, cross-functional collaboration

## Recent Career Experience

**Capital One**, Baltimore/D.C. Area  
*Manager, Product Management*

10/2022–Present

Led a diverse team of 4 product owners and 2 technical teams in managing Salesforce Servicing Cloud applications for over 3K associate. Developed strategies and roadmaps with stakeholders, managing team operations within budget constraints. Oversaw 15 Lines of Business, collaborating with business leads to prioritize, discover to develop new features and initiatives; and streamlining and automating processes, reducing cost, risk and improving experience on average by 30%.

**Workforce Edge**, Baltimore/D.C. Area  
*Manager, Product Management*

05/2021–7/2022

Managed a team of 16, including designers, product owners, developers, and QA staff for an Education Benefits SaaS product. Managed a \$2M annual budget, delivering competitive features that resulted in a fourfold increase in user base. Established a robust product program and initiated a SaaS security program, beginning the SOC2 audit process. Implemented cost-reduction strategies and introduced new tools to enhance operational efficiency, such as an iPaaS solution which reduced API integration development time by 80%.

**Aufero, LLC.**, Baltimore/D.C. Area  
*CEO / Product Manager*

1/2017–5/2021

Founded the company, leading website development, product development, and team management while overseeing budgets and conducting user research. Secured a 2019 SBIR grant from the Department of Education, endorsing the company's innovative direction. Developed and launched a commercial board game designed for educational environments, managing a budget of \$250K and guiding the product from conception to market release.

## Software UX, Design, and Development Experience

- **UI Engineer Manager:** Conducted UX research, designed and developed JavaScript and CMS User Interfaces (UI). Managed teams and contractors. Provided best practices and strategy to leadership. *Companies:* Booz Allen Hamilton, 2015–217; 5AM Solutions, 2013–2014.
- **Senior UI Engineer:** Conducted UX research, designed and developed JavaScript and CMS User Interfaces (UI). *Companies:* Pegasystems –2021; Anthem Engineering, 2018–2019; Content Analyst Company, 2015; Learning Objects, 2012–2013; Omni Studios, 2011–2012.
- **Senior Designer:** Produced video content, presentations, and publications. *Companies:* Scitor Corporation, 2007–2010; Freelance, 2004–2007; CEB (now Gartner), 2003–2004; Cutting Edge Design, 2000–2003

## Presenting, Teaching and Author Experience

- **Instructor:** Taught grade 6–Adult, both virtually and in-person. *Companies:* Capital One Product College 2022-2024; General Assembly, 2016; New Horizons Computer Learning Centers, 2010; Freelance Adobe Certified Instructor, 2004–2007.
- **Author and Curriculum Developer:** Developed and presented course curriculum. *Companies:* FullStack Academy (Product Management); Packt Publishing (video editing), 2019; LinkedIn Learning (JavaScript), 2017–present.
- **Mentor:** Mentored students on career services and UI design. *Companies:* Capital One 2022–2024; Design Lab, 2020–2023;

