

# JODIE L. JONES

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Los Angeles, CA 91350

## EDUCATION

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North Carolina Wesleyan College, Rocky Mount, NC

August 2008 – May 2012

- Bachelor of Science, *Computer Information Systems*; Overall GPA: **3.6**
- Bachelor of Science, *Business Administration*; Overall GPA: **3.6**

Dean's List: Fall '08, Spring '09, Fall '09, Spring '10, Spring '11, Summer '11

## SKILLS & TOOLS

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Agile Product Management, Web and Mobile app product development, Signavio, FullStory, Figma, Mural, Rally, JIRA, Confluence, Power BI; Tableau: Desktop I & II; Tableau: Server Administration; Tableau: Server Architecture, AEM, SDL Tridion, Content Management, SQL, Data Mapping, Web Analytics – Google Analytics/MixPanel, Quality Center, SauceLabs, KeyNote Device Anywhere, SAFe Agile Methodology, SAFe Agile Training, SAFe Studio, GitHub, Postman API

## ACTIVE CERTIFICATIONS

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Certified SAFe® 6 Program Consultant, Certified SAFe® 6 Product Owner/Product Manager, Certified SAFe® 6 DevOps Practitioner, Certified SAFe® 6 Scrum Master, Certified SAFe® 6 Agilist

## PROFESSIONAL EXPERIENCE

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Farmers Insurance, Customer Experience & Digital Growth

Sr. Agile Product Manager

May 2021 – Nov 2023

- Manage Portfolio backlog for 14 Agile Dev Teams by coordinating the work of multiple Product Managers and ARTs, to identify and define customer needs, understand the Problem and Solution Context, and support the development of the Program Vision and Strategic Roadmap.
- Led product development for a new B2C product to enable new businesses to shop, quote, buy and manage policies which increased revenue by \$3.1 M in the first year through increased engagement.
- Maintain ART predictability between 90-100% coaching Product Owners and Scrum Masters during SAFe ceremonies such as in system demos, PI Planning, ART Syncs and Inspect & Adapt.
- Implemented AI powered chatbot integration into Salesforce, which increased agent productivity by 13%, by automating routine customer support tasks such as password reset requests.
- Serve as the Agile Release Train (ART) Product Manager within the ART TROIKA (RTE; Agile PM; Systems Architect) supporting the multiple agile dev teams in delivering value through the Program Kanban and Continuous Delivery Pipeline while increasing ART velocity by 5% PI over PI (Program Increment).
- Built data visualization in PowerBI for Program Kanban KPIs that reduced manual reporting work by 8 hrs. weekly.
- Institutionalized a scaled agile model for product management teams (Business ART) to create and drive product vision to discover deep knowledge of the customer; the data; the business; and the market.
- Identified the highest impact work with Design Leads and Systems Architect/Engineering to understand enabler work, define releases and program increments. Manage and prioritize flow of work; establish feature acceptance criteria and accept features.
- Managed a team of Product Owners and Product Managers during program increment preparation and during the program increment execution and provided role specific and Problem-Solving workshops.
- Co-Facilitate Leading SAFe 5 classes and led Agile Product Management Community of Practice (CoP). Core member of the Lean Agile Center of Excellence (LACE) under the "hub and spoke" model.

**On Assignment at Farmers Insurance**  
**Product Owner/Product Manager**

Aug. 2019 – April 2021

- Create and manage team backlog items and prioritize based on business value and overall product priority.
- Partner with Stakeholders, Designers and Architects to understand the complete scope of features and their objective within a given Program Increment.
- Lead the effort and successful release of multiple features across digital platforms (mobile and web) including embedded Live Chat.
- Perform Agile Coach tasks including administering Iteration Planning meetings, Team retrospectives, story writing, and daily scrums.
- Write user stories in Rally to capture use cases and detailed technical specifications. • Collaborate with mobile developers to understand and communicate technical complexity and capability to the business stakeholders.
- Evaluate system specifications to fulfill business requirements and avoid ambiguity prior to an iteration in preparation for Iteration Planning.
- Fostered a collaborative relationship with a globally diverse development team which resulted in a successful mobile app redesign.

**Warner Bros. Entertainment**  
**Sr. IT Analyst**

Feb.2018 – July 2019

- Support, lead, and manage efforts that require business unit involvement.
- Application testing of defect resolutions / enhancements, User Acceptance, User Training, User Documentation, Deployment activities.
- Lead application development with vendors to ensure that appropriate governance exists for all delivery of technology solutions.
- Responsible for research, elicit, model and document business processes, use cases, requirements and to formulate and recommend strategic process reengineering efficiencies and business performance improvements.
- Design and create Tableau dashboards to aid executive leadership in identifying anomalies by performing more complex and tailored validations.
- Introducing agile ceremonies to management and team members to improve efficiency and costs with vendors.

**Chrome River Technology**  
**Business Analyst**

Sept.2017 – Jan.2018

- Monitor new cases from Support and across teams to determine which are bugs and which could be considered for enhancements. Review these cases with Product Managers and prioritize accordingly.
- Participate in agile ceremonies such as stand-ups, estimation, planning and backlog grooming to ensure that project deliverables are met on schedule.
- Partner with UXD and engineers to ensure that functional and technical requirements are met and designed efficiently.
- Write user stories in JIRA to capture use cases and detailed technical specifications.
- Document and maintain business requirements in confluence to create transparency across teams when aligning functional and technical requirements.
- Conduct story and requirement review sessions prior to the scheduled sprint, then conduct functional reviews with engineers for each story during the active sprint.

**Fidelity Investments**  
**Systems Analyst (Workplace Investing - Sales)**

Aug 2015 – Aug 2017

- Analyzed page speed insights and provided optimization suggestions to the team. Reviewed browser, OS and mobile device data to assist with test coverage.
- Monitor real-time reports after each release to see how content is being consumed and which platform/device the traffic is coming from.
- Work with business partners to clarify, revise and prioritize requirements with development and QA teams during iteration planning sessions as well as backlog grooming.

- Support the project by triaging system problems as they arise. Including documentation of the defect and communication with the technical support team.
- Support installations into production for each release for both mobile and online applications.
- Performed Agile Coach tasks including administering Iteration Planning meetings, Team retrospectives, story writing, and daily scrums.
- Collaborate closely with developers to understand and communicate technical complexity and capability to the business counterparts throughout the sprint.
- Responsible for evaluating system specifications to fulfill business requirements and avoid ambiguity prior to a sprint in preparation for Iteration Planning.

## **Fidelity Investments**

### ***Systems Analyst (Workplace Investing - Mobile)***

Jan 2013 – Jul 2015

- Analyze application data to identify user flow, engagement, demographics, and platforms with Google Analytics.
- Identified and provided events with application content and flows for eventCategories and eventActions to implement tracking.
- Responsible for creating system specifications documents for development, including service and JSON data mapping.
- Utilize SOA test to review web service responses for various scenarios to collaborate with stakeholders to prove out available data to finalize designs and requirements.
- Partner with cross-functional team members to deliver project requirements to scope project solutions, develop implementation plans, and support solution design work.
- Evaluated test cases created by QA in QC10 to ensure that the stories and requirements are understood and covered from a test perspective.
- Content Management SME - Designed, created, and implemented content for the mobile application utilizing SDL Tridion
- Took on development stories in one of the mobile project releases to gain a more technical knowledge utilizing JavaScript, Backbone.js and Git repository. Became familiar with JavaScript and the libraries used on the project (jQuery, Backbone, Underscore)

## **Fidelity Investments**

### ***Associate Systems Analyst (LEAP)***

July 2012 – Dec 2012

- Extensive training with the Fidelity LEAP program for 6 months in Project Management, Application Design and Development, Open source and commercial tools, UML, Data Modeling, Agile development methodologies
- Elicit business objectives and requirements, and communicate/document them in a clear, concise way.
- Practiced the Agile methodology and ensured that all required documentation was complete, comprehensive, and delivered on time.
- Establish milestones and schedules for analysis work, working with the project manager and a senior analyst, as applicable.
- Work closely with business partners to understand their business, system challenges, and opportunities in the context of the requirements and to recommend solutions that enable the organization to achieve its goals in a timely manner.
- Gather and define business requirements to help resolve issues or plan for new changes and technologies. Find efficiencies and improvements to the business process.
- Analyze and map business and technical processes (current state/future state). Produce high quality documentation and business process models.
- Build relationships between IT and the business partners by building trust and creating a credible partnership.

## **Fidelity Investments**

### ***Senior Pension Specialist/Transaction Processing (Calculations)***

May 2007 – May 2012

- Lead a team during a plan redesign for a client through training, coaching, and mentoring • SME for client specific calculations. Held several training and development sessions for the team. • Identify any bugs or defects between internal systems and work with the developers to get the system
- function as required, which includes the comparison of actual results to expected results •

Assist management on escalated calls with clients to address any specific SME questions •

Process manual pension estimates and final calculations for Fortune 500 clients.

- Troubleshoot and analyze the client's data to automate the calculations.
- Communicate with the Disbursement and Transaction Processing Teams to ensure that pension payments are made on time.
- Actively participate in agile practices such as attending global team meetings to communicate accomplishments, issues, solutions, & deliver functional feedback.
- Responsible for training, reviewing calculations and serving as a subject matter expert.
- Clearly documented and updated client specific procedures on a shared system for each client