

NANCY CAREY

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7 Aries Lane, Townsend MA 01469

Professional Summary

Results-driven Digital Project/Program Manager with expertise in website management, SEO, accessibility, and digital compliance. Adept at overseeing website operations, optimizing user experiences, and driving digital strategy to achieve business objectives. Skilled in collaborating with cross-functional teams, managing digital initiatives in Agile environments, and ensuring compliance with HIPAA, GDPR, and WCAG standards. Passionate about leveraging data-driven insights and innovative solutions to enhance engagement and performance across digital platforms.

✔ **Project Leadership:** Experienced in managing multiple projects, coordinating **schedules, workflows, and resources** for CMS-based and standalone websites.

✔ **Technical & UX Expertise:** Strong background in **web development, user experience (UX) design, and website support**, ensuring **usability, accessibility, and consistency**.

✔ **Collaboration & Communication:** Adept at working with **technical, design, and product teams** while engaging stakeholders at all levels.

✔ **Tools & Technologies:** Proficient in **Jira, MS Project, Drupal, HTML, CSS, JavaScript, XML, SharePoint, and Atlassian (Confluence & Jira)**.

Passionate about integrating new technologies and optimizing web applications to **enhance efficiency and user experience**.

Professional Experience

Verndale – Boston, MA

Senior Ecommerce Project Manager | 2024 – Present

- Lead eCommerce projects to fulfill multiple client roadmaps with several implementations of various web and eCommerce applications, ensuring business goals align with technology for seamless execution from discovery to launch.
 - Implement Agile methodologies (Scrum) to enhance team collaboration, adaptability, and project efficiency.
 - Cut project delivery times by 20% by optimizing sprints, backlog management, and cross-functional resource allocation using Jira.
 - Foster a culture of transparency and collaboration across teams, proactively identifying and resolving blockers to maintain project momentum.
 - Engage with all levels of management, from CEOs and executives to developers and designers, ensuring alignment on project goals, priorities, and deliverables.
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Dynatrace – Waltham, MA

Director of Business Systems, Customer Experience Applications | 2022 – 2024

- Led a team of 3 developers and a business analyst through the SDLC to implement a customer experience technology suite (Zendesk, Totango, Box.com), increasing CSAT by 2.4%.
 - Introduced Agile processes, boosting developer productivity by 50%, and leveraged Jira for sprint planning, backlog grooming, and delivery tracking.
 - Facilitated Agile ceremonies (stand-ups, sprint planning, retrospectives) to ensure alignment across SDLC phases from requirements to deployment.
 - Managed 120,000 support tickets annually, scaling operations to handle a 200% increase in volume while maintaining 95.6% satisfaction.
 - Aligned technical solutions with business strategy, collaborating with architects and analysts to ensure adherence to SDLC best practices.
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Optimizely – Nashua, NH

Manager, Global Digital Experience Product Implementation | 2018 – 2022

- Delivered over 200 SaaS-based Digital Experience customer projects in three months, achieving a 50% improvement in time-to-value through standardized onboarding processes.
 - Managed up to 70 simultaneous projects, ensuring timely delivery and a “white glove” customer experience.
 - Partnered with Azure Cloud and application development teams to optimize SaaS deployments, enhancing customer satisfaction and internal efficiency.
 - My role also included strategic planning, risk analysis, and workflow modeling, while enforcing best coding practices through code reviews, version control (Git), and CI/CD pipelines for efficient deployments.
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EnterpriseDB – Bedford, MA

Manager, Web Applications | 2015 – 2018

- Led the development and optimization of EnterpriseDB’s public website, supporting thousands of daily Postgres downloads via an AWS-hosted CMS programmed in Drupal writing HTML, CSS, and JavaScript.
 - Implemented proprietary subscription and license management solutions, streamlining user access to products.
 - Designed Single Sign-On (SSO) integrations, ensuring seamless interoperability across third-party platforms like Drupal, Salesforce, Marketo, and TribeHR
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Core Competencies

- **Project Management:** Agile, Scrum Master, Waterfall methodologies
 - **Digital Experience Platforms:** Optimizely, Sitecore, Drupal, Zendesk
 - **Technical Expertise:** HTML, XML, CSS, JavaScript, SaaS implementation, Azure Cloud, API integration, Drupal, GitHub
 - **Customer-Centric Solutions:** Digital Experience implementation, Content Management Systems, Ecommerce, Stakeholder communication, onboarding strategies
 - **Data-Driven Decision-Making:** KPI tracking, process optimization
 - **Tools & Technologies:** Jira, Confluence, SQL, JSON, HTML, CSS
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Education

Bachelor of Science (BS), Business Administration

Atlantic Union College