
VICTORIA SIMMONS

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Certified Product Owner Scrum Professional (CPOSP)

Sustainability; taking something important and making it better.

I am a self-driven individual with excellent advocacy for maintaining quality assurance and workflow analysis. Motivated by Identifying gaps in the process to create efficiencies in both customer and colleague-facing experiences. Looking for a Green Job, preferably.

"We keep moving forward, opening new doors, and doing new things, because we're curious and curiosity keeps leading us down new paths." Walt Disney

Work experience

Website Implementation Consultant

Feb 2022 - Current

Storable

- Regularly maintained a book of business of approximately 40 clients
- Seek daily completion of website builds and launches
- Including efficient customer communication, Voyager and WebWorks website build, as well as launch day processes regarding SSL, Google Analytics, and DNS configuration.
- Customer and Business Solution guidance for clients paid with their preferences, needs, and best alternatives.

Produced a variety of Onboarding and Process related assets:

- Training documentation
- SSL process documentation
- Revised several knowledgebase articles
- Proactive reach out to customers to try to get them across the launch finish line
- Email Templates and Call Note Prompts created

Owner and Creator

August 2019 - Current

Tadpole Bay Designs LLC

- ♦ Art Responsibilities of Tadpole Bay Designs
 - Business Development
 - Assisting New and Existing Businesses with creating assets for their Brand. Logo's, Business Cards, Email Marketing Template and Graphics, and full Branding Guides.
 - UpWork - 100% Job Success Rate, 5 star review for all work.
 - Worked with Major Companies with held contracts to provide graphics for both the website and their email marketing campaigns
 - Largest Client; Wunderground Coffee: <https://wundergroundcoffee.com/>
 - UpWork Profile here: <https://www.upwork.com/freelancers/tadpolebay>
 - Continuous improvement on my art and my techniques
 - Observing and Practicing Anatomy, Color Theory, Art Styles and Drawing Techniques
 - Art Commissions (Both Business and Art Commissions)
 - Communicating and setting proper expectations for each client
 - Delivering a product promptly
 - Providing Revisions and final files as possible and as requested
- ♦ Small Business Responsibilities of Tadpole Bay Designs
 - Social Media Management and Marketing
 - Ensuring posting on each Social Platform with an update at least once a week, ideally once a day
 - Consistently Filming and editing content and pictures of my Art, Timelapses of the program, and my drawings.
 - Finding trends and making them applicable to my business, my art, and my art style
 - Running Holiday Sales and promotions as applicable
 - Product Creation and Management
 - Creating art promptly
 - For pre-made art, applying the proper designs to Third-Party, print on demand companies
 - Creating the product within their site, adjusting all correct margins and content.
 - Completing all agreements and disclosures that need to be signed per product within their site
 - Analyzing Results of current business strategies and plans in order to create a new business plan annually, and a new focus quarterly.

VIP Project Manager

Jan 2020 - Jan 2021

Ylopo LLC

- Sought to completion a "Floater" process to ease the pain point of the uneven book of businesses and absentee agents.
- Maintained a VIP book of business of high-value clients and organized the needs of the clients.
- Coordinated across departments to communicate efficiently on behalf of the client while driving growth throughout Ylopo.
- Developed coaching tools for leadership in reviewing calls.
- Produced Onboarding tools and presentations to ensure new hire ramp-up to productivity.

SWAT - Special Website Action Team

August 2016 - January 2020

GoDaddy

- Integrated the "Website Care" process to streamline customer site inquiries.
- Workflow analysis of the productivity, management, and website specialist teams to ensure execution of efficiencies.
- Managed backlog projects to ensure completion amidst internal tool migrations.
- Partnered with agents to identify gaps, implement changes, and further drive business sales.
- Collaborated with leadership and designers to rectify any pain points from the customer perspective
- Worked closely with eCommerce website design and internal payment processors, such as Stripe, Square, and PayPal.

Education

Certified Product Owner Scrum Professional (CSPOP)

June 2023 - Complete

Six Sigma Global Institute

Product Owner Certification completed by Victoria Simmons through Six Sigma Global Institute

Bachelor of Environmental Sciences

August 2022 - Current

University of Phoenix

THE NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS – MEMBER DATE 2023 - PRESENT

Selected by campus administration to participate among top students in a leadership program including:

- Leadership Training Day: Trained in leadership and success skills via an introspective and interactive training session.
- Speaker Events: Participated in seminars led by celebrities and best-selling authors on topics such as leadership, time management, and goal setting.
- Success Networking Teams: Participated in peer based leadership development teams, Experience in setting and achieving goals, receiving coaching, coaching others, and holding others accountable to commitments.

Honors and Certifications

University of Phoenix

- Reflective Decision Maker - University of Phoenix
- Strategic Problem Solver - University of Phoenix
- Reflective Problem Solver - University of Phoenix
- Decision Maker - Personal Finance - University of Phoenix

National Society of Leadership and Success

NSLS Through University of Phoenix

- ORIENTATION AND LEADERSHIP TRAINING CERTIFICATE - The National Society of Leadership and Success
- FOUNDATIONS OF LEADERSHIP CERTIFICATE - The National Society of Leadership and Success

LinkedIn Learning Certifications

LinkedIn Learning

- What Is Scrum? - LinkedIn
- Scrum: The Basics - LinkedIn
- Navigating Environmental Sustainability: A Guide for Leaders - LinkedIn
- Sustainability Strategies - LinkedIn
- UX Design: 1 Overview - LinkedIn
- Introduction to ESG: Environmental, Social, and Governance - LinkedIn
- Product Management Insights - LinkedIn

PSPO 1 ® and PSM 1 ® Certifications, Product Management

Oct 2021 - Mar 2022

Udemy Alumni