KAITLYN YOUNG

Program Manager

Gilbert, Arizona
(480) 580-0368
ktlnyoung17@gmail.com

CERTIFICATIONS & AWARDS

SAFe 5 POPM - 2022

SAFe 5 Practitioner - 2022

Scrum Alliance CSPO - 2024

March 2023 Spotlight Award - Delivering a 21% increase in Canadian site visits with a single feature

SKILLS

Behavioral Driven Development with Gherkin Formatting

Proficient in Azure DevOps, maintaining Backlogs, creating Dashboards and Queries

Monitoring backlog health and depth of business, technical, and architectural requirements

Effective communication with business and technical teams

TECHNICAL PROFICIENCIES

Languages:
HTML, CSS, JavaScript, C#, Java, .NET, Swift

Tech Stacks:
Angular, React, Bootstrap

Technical/Cloud:
Azure DevOps, MongoDB, Git, Windows OS, Mac OS

Microsoft Office:
Word, PowerPoint, Excel

Adobe Creative Suite:
Illustrator, Photoshop, InDesign, After Effects, Premiere, Acrobat

Game Development:
GameMaker, Unity, Unreal Engine 5

Design & Art:
Figma, Adobe XD, Zeppelin

EXPERIENCE

Program Manager – Choice Hotels International, Scottsdale AZ
JANUARY 2024 - PRESENT
- Collaborating with external customers to expand the high-end brand portfolio
- Designing template emails, presentations, and organizational improvements
- Liaison between internal and external stakeholders to IT Project Management
- Completed a successful reposition of 325k dollars misallocated to an external stakeholder caused by a software system glitch on part of the external company.

Product Owner - General Motors, Chandler AZ
SEPTEMBER 2020 - OCTOBER 2023
- Hosting scrum ceremonies: Backlog Refinement, Daily Standup, Iteration & PI Planning, Bi-weekly Retrospectives
- Mentored three Product Owners transitioning from software developer roles
- Global site Shop Click Drive: driving 50% revenue increase YoY through sales leads, requirements writing and functional testing of UI/UX and API integrations
- Introduced Direct to Consumer vehicle sales in Europe, requirements for 'back office' bank integrations to collect full customer payments
- Using Azure DevOps, produced and expanded upon the product backlog
- Delegating business and technical requirements to align with the Product Vision
- Liaison between Business Partners and Development Teams

Teaching Assistant - Arizona State University, Tempe AZ
JANUARY 2020 - MAY 2020
- Course: Fundamentals of Game Art
- Reinforcing the course curriculum and requesting clarifications on requirements
- Aiding students both in class and outside class when requested
- Inspecting quality of work and assigning grades in accordance with requirements

Graphic Designer - Arizona State University, Tempe AZ
AUGUST 2017 - AUGUST 2019
- Turning customer requests into multimedia Visual Designs: Adobe Suite, Illustrator, After Effects, Photoshop, InDesign, Premier
- Cross Functional work with videographers and producers

Frontend Web Development Intern - Arizona State University, Tempe AZ
SUMMER 2019
- Designed a single page company website using HTML5, CSS, and Javascript
- Worked collaboratively with other interns to create various projects: Laser Engraving, Electrical Engineering, Art Installations
- Completed individual research on self-publishing in the 21st century.

EDUCATION

Arizona State University - BS, Arts Media and Engineering: Media Processing
AUGUST 2016 - MAY 2020
GPA: 3.72 - HONORS: MAGNA CUM LAUDE