

## i. EDUCATIONAL HISTORY

MAY 2015 | **University of Maine, Orono ME** | B.S. in Computer Science

AUG 2012 | **Eastern Maine Community College, Bangor ME** | A.A in Liberal Studies

## ii. OBJECTIVE

*Apply my interpersonal, communication, technical, and problem-solving skills as a productive member of the team to improve business value. As a project management professional, I am adept at data analysis, project management, and client communication. I am confident in my ability to quickly adapt to new challenges, collaborate effectively with colleagues, and consistently deliver high-quality results in a fast-paced environment.*

## iii. EMPLOYMENT HISTORY

**SUMMARY OF EXPERIENCE** | Cumulative of 3 years as a Section Chief, 2 years as a Project Director, 5 years as a product owner, 1 year as a product owner practice lead and agile coach, 4 years as a software engineer, and 10 years in IT.

### **DEC 2022 – PRESENT | Section Chief at Hill Airforce Base, UT | 40+ Hours a Week**

Duties | Operate as a First Line Supervisor for three teams, spanning 14 individuals, as a Project Director, and working as an integrated civilian for our customers. My areas of responsibility were to lead and manage with the following:

- Lead in organizing the expansion of a workload accounting for **\$4.5M** a year growing a team of **2** to **10**.
- Created an automated late training notification system which dropped employee late training in my section from **13%** to **2%**.
- Created a digitized Program Management Review (PMR) program that creates digital PMRs, stores them in a database, allows for downloading and presenting them, and has an automated notification system.
- Created a Squadron wide Portfolio SharePoint site where each product team has their own area to demonstrate who they are and what they do to be utilized by leadership and potential customers.
- Created a Microsoft Power BI financial dashboard for our customer that allows for longitudinal metrics, dynamic charts through active dynamic filtering, which reduced the time to create monthly from **1 hour** down to **15 minutes**.
- Created **29** individual automated tools through the utilization of Microsoft Power Apps and Power Automate, with the notable ones listed below.
  - o AFSC/SW Distinguished Visitor Notification: Monitors the AFSC/SW Distinguished Visitors list and sends an email and MS Teams message to Squadron leadership when there are updates informing them of the specific changes.
  - o Meeting Transcript Notification: Automatically attaches meeting transcripts to the original event and sends an email and MS Teams message to all the attendees.
  - o MS Teams Chat Saver: Once a week this automation will save a copy of all your chats to your OneDrive.
  - o 1-1, Training, Overtime Submission, Attest Time, and Mid-Term/Annual Review Reminders: Individual automations that send out an email to my entire section to schedule for 1-1s (if they haven't), notify them of any overdue TSS trainings, when the last day to submit for overtime for the following pay period, when to attest their time for the previous pay period, and when mid-term/annual appraisals are due.
- Hiring and Organizing teams.
  - o Organized three individual teams and hired **12 individuals**, steam lined onboarding using automation tools decreasing the onboarding time by **27%** and structured the teams to have the leads act as sherpas aiding in personnel development as well as spearheading projects.
- Managing relationships with the Sentinel and MMIII Program Offices
  - o Maintained a strong working relationship with the MMIII Program Office through a minimal proximity to their office, routine 1-1s with their Branch Chief, cross-team building exercises, and tight communication of program requirements, finance burndown, and personnel metrics.
  - o Maintained a healthy working relationship with the Sentinel Program Office through a minimal proximity to their office, timely ad-hoc conversations surrounding project alignment, personnel projections, and reorganizations.
- Coaching/Mentoring individuals
  - o **5 employees** have been promoted to higher positions.
  - o Maintained routine 1-1s with all my employees where we had Individual Training Plans where each employee outlined and worked towards a goal they set developing themselves for their next stage of their career.
  - o Bi-yearly collated a list of targeted available training offered through the various training teams, groups, and organizations within the Air Force that was sent out to all my employees making it easier for them to schedule their next training programs.

### **JUL 2022 – DEC 2022 | Deputy Project Director (Lead codded) at Hill Airforce Base, UT | 40+ Hours a Week**

Duties | Operate as a second-in-command over a suite of applications named collectively as Torque that are tasked with aircraft maintenance/operations scheduling and personnel management. Torque consists of five separate product teams of around 40 individuals. My areas of responsibility were to lead with the following:

- Funding and Manning of the entire project by equally managing responsibilities of organizing **funding, project burndown, and staffing needs** across a suite of applications that spanned **4 individual Scrum Teams**.
- Grow users base **50%**, from **300 to 450**, in **6-Months**
- Create a Portfolio Level Product Team Practice Guide, documentation outlining numerous team practices that are to primarily serve as a portion of new-hire orientation and an employee contract
- Lead and Manage discussions, meetings, and demonstrations across the five product teams and stakeholders
- Lead, Own, and Oversee applications while in production, which included communication with users and providing them with high quality applications, pushed code to production, and quickly solve production issues
- Analyze team performance, areas of concern across portfolio, and come up with resolutions during discussions management and user representatives
- Build and strengthen user relations with assorted USAF, other service and partner nation aircraft maintenance units
- Serve as the subject matter expert (SME) to brief internal and external partners, and senior leadership
- Define and deliver compelling product roadmaps based on customer needs and strategic opportunities and build alignment across product teams, cross-functional partners and other product leaders

- Implement best in class product development and management practices

## **JUL 2021 – JUL 2022 | Lead Product Owner (Lead codded) at Hill Airforce Base, UT | 40+ Hours a Week**

Duties | Lead and Owner of two software products, for the Torque project, that utilized modern web development languages, libraries, and frameworks, focusing on aircraft maintenance and operations scheduling. Managed a team of eight individuals through an Agile environment and the use of GitLab. Wrote user stories to describe new features, oversee the product's backlog, and validate what the Developers have delivered. Worked to keep the team unblocked and de-risked using hypothesis-driven development and are flexible and adaptable to a fast-changing environment. Led two software engineering products that included APIs, geospatial data management, and ML algorithms, as well as influenced teams to design, develop, test, deploy, maintain, and improve software. Wrote user stories, identify risks, manage schedules, releases, and communicate clearly with the product stakeholders. Assisted to solve the Nation's hardest problems surrounding enhancing the efficiency of schedule and unscheduled maintenance for over 12 different air frames for the United States Air Force alongside people who shared my passion for changing the world.

## **FEB 2020 – JAN 2021 | Product Owner at Hill Airforce Base, UT | 40+ Hours a Week**

Duties: Owner of four software products for the F35 through a partnership between the 309th SWEG and KesselRun. Managed a team of 14 individuals, across the four teams, through an Agile environment and the use of PivotalTracker. Wrote user stories to describe new features, oversee the product's backlog, and validate what the Developers have delivered. Worked to keep the team unblocked and de-risked using hypothesis-driven development and are flexible and adaptable to a fast-changing environment. Led four software engineering products that included APIs, geospatial data management, and ML algorithms, as well as influenced teams to design, develop, test, deploy, maintain, and improve software. Wrote user stories, identify risks, manage schedules, releases, and communicate clearly with the product stakeholders. Assisted to solve the Nation's hardest problems for the United States Air Force alongside people who shared my passion for changing the world.

## **AUG 2019 – FEB 2020 | Electronics Engineer Contractor at Hill Airforce Base, UT | 40+ Hours a Week**

Duties: (D) Level Maintenance and related tasks for the 309th Electronics Maintenance Group (EMXG), Ogden Air Logistics Complex (OO-ALC) at Hill Air Force Base (AFB), Utah (UT). Main duties were to troubleshoot faulty mechanic instruments from both F-16 Fighting Falcons and C-130 Hercules aircraft. Tasks involved diagnosing electrical and electronic malfunctions within systems like gauges, sensors, and control panels. Used specialized testing equipment to pinpoint the root cause of the problem, utilizing Technical Orders (schematics and technical manuals) for guidance. Once identified, repaired or replaced defective components such as wiring, circuit boards, or sensors, ensuring proper functionality. After repair, calibrated and test the instruments to guarantee accuracy and reliability under flight conditions. Finally, document all repairs performed, maintaining a detailed record of the work completed for future reference and quality control.

## **FEB 2017 – JUN 2019 | Product Owner, Full-Stack Dev, & IT Manager at SpotterRF, Orem, UT | 40+ Hours a Week**

Duties: Owner of two internal software products: manufacturing and web business development. Designed web sites with features like Active Directory Lightweight Directory Access Protocol (LDAP) Authentication, quality assurance tools, saving statistics and snapshots to databases for tested and released products. Served as an interdepartmental liaison. Worked as an intermediary between manufacturing and business development departments in bringing understanding of product vision to development teams. Facilitated meetings between our company and our partners via video conferencing. Met with manufacturing and business development teams whiteboarding and implementing solutions to feature requests. Conceptualized and presented a new product design for manufacturing software, worked with manufacturing and management to execute product and bring on all software from a non-secured service to an LDAP secured service. Met daily with the manufacturing team and coordinated their needs/priorities and made adjustments accordingly to my manufacturing software. Conceptualized and developed user facing quote building web service. This product is used daily by customers and has tools for our sales team to help accelerate generating business and run reports, providing valuable business insights. Interacted daily with critical third-party integrators, all with custom and sensitive needs and tight deadlines. Presented to management monthly about product development status. Worked with the manufacturing and business development teams coordinating viable solutions in a timely manner. Networked our building's long term security monitoring system. Researched, Purchased, Installed, and Maintained database servers for data collection in manufacturing utilizing PostgreSQL.

### **iv.PROGRAMMING LANGUAGES**

JavaScript, ReactJS, AngularJS, HTML, CSS, GoLang, Gin-Gonic, PostgreSQL, Java, C#, Python, Bash, GitHub, PostgreSQL, MySQL, JIRA, Pivotal Tracker, Power Apps, Power Automate, and Power BI.

### **v.SKILLS**

Product Management across multiple teams and products; Product Development from concept to customer; Effective Communication with various groups such as management, stakeholders, department teams, business partners, customers, and third-party integrators with custom and sensitive needs; Interpersonal Skills, extensive experience in presenting statistics and reports, coordinating multiple departments, and building relations with clients and shareholders. Inherited projects where client relationships were fragile. Consistently overcame these inherent challenges by personally interacting and hand delivering custom solutions to improve/repair relations; Teamwork, as both lead and follower; Web Design; Product Integration, coordinating interfaces between existing technologies to make them compatible, including with third party technologies; Networking Hardware, able to connect several devices to manage data collection and tasks for security, quality assurance and analysis; Managing Databases, able to create and utilize databases to document product performance, monitor current projects, and apply to future tasks; Planning, able to bring a product from concept to completion, as illustrated throughout entire work history by consistently noticing a need within the company and taking initiative to create products and solutions to fulfill that need; Computer Repair, repairing laptops and desktops at a component level. Collaboration, worked with multiple internal and external departments maintaining smooth product development

### **vi.SERVICE**

2008 – 2009 | Volunteer at Bangor Maine Humaine Society  
2010 – 2012 | Volunteer at Eastern Maine Community College Help Desk  
2010 – 2013 | Apple Blog via Squarespace Website (3,000 Unique Monthly Visitors)

### **vii.AWARDS**

NAA (JAN 2022, AUG 2023, JUL 2024, MAR 2025) | Air Force Civilian Achievement Award (DEC 2021)

### **viii.REFERENCES**

**Amber Martinson, Ph. D** ([ambmartinsonphd@gmail.com](mailto:ambmartinsonphd@gmail.com)) | **Jason Foust** ([jason.foust.2@us.af.mil](mailto:jason.foust.2@us.af.mil)) | **Brody Prestwich** (801-696-1544)