

Pamela Elizabeth
Mckinnon

SAFe® - SCRUM
Master, Product
Owner, Product
Manager



CONTACT

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ABOUT ME

An Innovative, customer focused and results oriented leader with more than 17 years of project management experience.

LEADERSHIP SKILLS

- ▶ Manage stakeholder engagement/communications for projects
- ▶ Ability to build trusted advisor relationship with senior management
- ▶ Independent thinker with excellent decision making skills
- ▶ Develop and manage a detailed project schedule and work plan
- ▶ Monitor progress and make adjustments as needed
- ▶ Predict resources needed to reach objectives and manage resources
- ▶ Experience developing Business Analytics on the web
- ▶ Expert experience with Office Suite (Word, Outlook, advanced Excel, advanced PowerPoint)

METHODOLOGIES

CSM® - Certified Scrum Master
SAFe® POPM - Certified Product Owner/Product Manager
Waterfall SDLC

EXPERIENCES

GROUP MANAGER, PROGRAMS

Almac Group - Since October 2015 - Full-time - Durham - United States - North Carolina

10-2017 to Present: Global Program Manager

GROUP MANAGER: 2019 to Present:

- ▶ Project Manager - Gateway Portal Applications
- ▶ Develop project dashboards to convey project progress and impact
- ▶ Provide support services and product delivery across multiple projects/products utilizing industry best practices, within a scaled agile framework
- ▶ Manage multiple product releases and overseeing development stages
- ▶ Manage global team in U.S. and Ireland
- ▶ Act as the liaison between the software development team, business owners and internal and external stakeholders
- ▶ Manage program budget process and coordinate with executive leadership, project managers and vendors to ensure project resources are applied efficiently and effectively
- ▶ Manage problem escalations
- ▶ Align project schedules
- ▶ Manage and allocate staff resources
- ▶ Responsible for determining feature requirements, researching customer experiences, and outlining a detailed product strategy
- ▶ Measure project performance using appropriate application tools and techniques.
- ▶ Mentor and motivate teams to improve system processes

PROJECT MANAGER (SCRUM MASTER)

Almac Group - October 2015 to September 2017

- ▶ Project Manager of Mobile Applications
- ▶ Monitored progress and performance
- ▶ Managed teams to remove impediments
- ▶ Owned product vision from conception to implementation
- ▶ Established and drove product iterations and story features
- ▶ Managed multiple agile product road maps and releases
- ▶ Responsible for determining feature requirements, UX Design, and the overall customer experience
- ▶ Ensured development teams followed scrum framework values and agile best practices
- ▶ Managed program and project teams
- ▶ Coordinated and delegated cross-project initiatives
- ▶ Identified key requirements needed from cross-functional teams
- ▶ Developed and managed project budgets of more than 8 million dollars
- ▶ Successfully delivered against established business goals and objectives

Microsoft Dynamics, Senior Business Analyst

ED&F Man and Westway Feed Products - September 2013 to September 2015 - Full-time - New Orleans, LA and Amsterdam, The Netherlands - United Kingdom

- ▶ The de facto project and program manager responsible for establishing and delivering on project/program objectives, scope and budgets of more than 10M dollars for the replacement ERP system, MS Dynamics AX
- ▶ Set goals and objectives to develop team members and provided coaching and feedback to assist staff with reaching their full potential
- ▶ Coordinated with corporate communications partners to develop key project/product messages
- ▶ Gather data for emerging new ideas and system features
- ▶ Conducted market research to expand products development. Assisted with overseeing the design, deployment and growth of features using the Agile Scaled Framework.
- ▶ Analyzed and evaluated the current business processes to identify outcomes and areas of improvement.



- ▶ Collaborated with decision makers, system owners and end users to define business, financial, and operational requirements
- ▶ Supported all industry aspects (i.e. usage questions, issues, business processes, reporting, and data quality) of the MS Dynamics AX and associated application components
- ▶ Developed detailed project plans to monitor progress against budgets

Law Firm Practice Systems, Senior Business Analyst
LexisNexis - January 2011 to August 2013 - Full-time - Cary - United States - North Carolina



- ▶ Provided detailed requirements for Law Firm practice management and mobile application solutions
- ▶ Defined Agile product roadmap, epics, features and sprints
- ▶ Performed decomposition of themes and epics for multiple sprints and releases
- ▶ Developed user stories and detailed acceptance criteria per Agile SCRUM methodology
- ▶ Managed weekly backlog grooming team sessions
- ▶ Contributed to User experience (UX) designs
- ▶ Participated in identifying market problem and developing solutions

Senior Program Manager, IT Systems Consultant
Verizonbusiness - October 2000 to December 2010 - Full-time - Cary - United States - North Carolina



- ▶ Accountable for coordinating internal resources and third party vendors for the execution of network topology projects
- ▶ Estimated the budget, resources, and time required to complete projects
- ▶ Managed software engineers responsible for developing three major VZB systems:
 1. Global Notifications Services (GNS)
 2. Outage and Situational Information System (OASIS)
 3. Fiber Locate Protection System (FLPS)
- ▶ Developed, documented and refined network operation center (NOC) policies, processes, procedures, and associated systems requirements
- ▶ Maintained call volume history, hiring, managing, coaching and evaluating personnel, partnering with peer management to ensure resolution of service issues.
- ▶ Responsible for managing the operation of the NOC, including scheduling to meet staffing requirements
- ▶ Directed day-to-day NOC operations

SKILLS

TOOL PROFICIENCIES

- ▶ SmartSheets
- ▶ JIRA
- ▶ ProofHub
- ▶ PowerBI
- ▶ HP Quality Center
- ▶ Visio
- ▶ MS Projects
- ▶ ITIL Framework Capability
- ▶ Tabular
- ▶ SmartSheets

EDUCATION

B.S., Computer Information Systems
CALIFORNIA LUTHERAN UNIVERSITY, THOUSAND OAK, CA.

I received a strong business and liberal arts education, in addition to an emphasis in computer applications in software, hardware and programming.