

RACHAEL VOLUCK

Technical Product Manager

Contact

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Education

BACHELORS OF BUSINESS ADMINISTRATION

TEMPLE UNIVERSITY, Fox School of Business Honors Program, Philadelphia, PA, Graduation December 2014
Summa Cum Laude | MAJOR: Management Information Systems | GPA: 3.91 | Dean's List: 2012 - 2014

CERTIFICATIONS & CONTINUED EDUCATION

Advanced Certified Scrum Master (A-CSM), July 2018 |
Certified Scrum Master (CSM), May 2017

CONTINUED EDUCATION

Intro to User Research, General Assembly, July 2019

Skills & Tools

ANALYSIS

Visio | Excel | Tableau | Google Analytics | Adobe Analytics
| SiSense | Looker

DEVELOPMENT

HTML | PHP | Gherkin | SQL | Wordpress | Contentful |
GraphCMS

PROJECT MANAGEMENT & ORGANIZATION

Atlassian - JIRA & Confluence | Trello | Microsoft Project |
Microsoft Dynamics CRM | Saleslorce | Microsoft Office Suite

PRODUCT DEVELOPMENT FRAMEWORKS

Scrum | Kanban | Waterfall | Behavioral Driven
Development | Jobs to Be Done Framework

Professional Experience

TECHNICAL PRODUCT MANAGER

Square, Inc. | San Francisco, CA | October 2018 - Present

- Gathers business & technical requirements in PRD format for cross-functional projects related to sales & marketing data platforms and customer communication tools; translates business goals & objectives to product engineering teams and technical constraints and system design to business stakeholders.
- Owns quarterly and annual planning for Square's Sales & Marketing Engineering team, including external OKR requests from cross-functional teams. Standardizes roadmap reporting process to optimize for team-level and department-level consistency with roadmap communication at the portfolio level.
- Owns project delivery by managing multiple technical engineering projects autonomously (typically three to five projects at a time), from inception to release with scrum and kanban processes. Projects apply to growth & retention marketing, automated communication tool products, Salesforce integrations, and other sales & marketing data platform initiatives.
- Authors and maintains core project documentation including but not limited to product requirements documents, project plans, project schedules, status reports, project backlogs, and rollout plans. Assists technical teams in breaking project goals and deliverables into workable user stories and tasks and communicates project status and risks to engineering leadership and product team.
- Facilitates and advocates for product management best practices during internal platform development, including standardized prioritization and decision-making frameworks, facilitation of technical design sprints, go to market planning, and internal user feedback collection.

MANAGER, TECHNICAL PROJECT MANAGEMENT

Sidecar Interactive | Philadelphia, PA | August 2018 - October 2019

- Performance managed a project management team consisting of two project managers and two business systems analysts including goal setting, coaching, and mentorship.
- Collaborated with VP of Engineering and Director of Engineering to monitor project risk, team allocation, prioritization, and stakeholder communication around the entire company's portfolio of software development projects. Evaluated the organization's progress towards achieving its goals within agile development, including collecting data to understand current performance and making process recommendations for iterations and improvements in agility.
- Continued with responsibilities listed below for at least one to three projects at a time.

SENIOR TECHNICAL PRODUCT OWNER

Sidecar Interactive | Philadelphia, PA | August 2017 - August 2018

- Managed three to five design, API, UI, and/or machine learning projects autonomously from inception to release with scrum and kanban processes. Communicated project status and risks to executive leadership, engineering leadership, and product team.
- Established and enforced team best practices across project templates, project management methodologies, tooling best practices (JIRA / Confluence), and agile inspection points. Authored and maintained core project documentation including project plans, project schedules, prioritized product backlogs, test cases, and rollout plans.
- Assisted technical teams (engineering, data science, and UX designers) in breaking project goals and deliverables into workable user stories and tasks. Assisted product management in documenting business case and requirements for new products.
- Facilitated QA engineering process with behavioral driven development, automated integration testing, regression testing, performance testing, and manual testing.

SENIOR PROJECT MANAGER

Life.io | Philadelphia, PA | July 2016 - August 2017

- Managed three to four active projects at a time, all at various phases in the product lifecycle; collaborated as the main contact between client and internal teams by defining timelines, deliverables, and milestones, & identifying project risks.
- Served an eight-person agile product team as a scrum master by facilitating sprint planning, daily scrum, sprint retrospectives, and sprint reviews. Collaborated with the product owner and business stakeholders to prioritize the product backlog. Communicated priorities to sprint teams and facilitated the team's decomposition of those priorities into sprint commitments.
- Created and owned all company-wide project management processes including project plans, status reports, risk identification & response strategies, and prioritization frameworks.