

ERIN SHIELDS | Technical Program Manager

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[LinkedIn](#)

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SKILLS: JavaScript (ES6), JSX, HTML, CSS, React, Redux, Redux-Saga, GraphQL, Next.js, Node.js, Express.js, Python, Flask, RESTful APIs, Django, SQL, Git, Docker, AWS S3, IBM Cloud, Firebase, Stripe, Contentful, Storybook, JIRA, Agile

EXPERIENCE

Front-End Developer, Evolve Media, LLC

Feb 2021 - Nov 2022

- Led frontend development of a single-page MVP utilizing React and Redux to create dynamic and responsive user interfaces, including a customized video player component.
- Worked with a backend engineer to investigate the feasibility of migrating from IBM Cloud to AWS.
- Led sprint planning and backlog refinement meetings leveraging agile practices, breaking down user stories into actionable tasks, providing time estimates, and identifying dependencies and roadblocks.
- Orchestrated the entire feature lifecycle, from inception to completion, consulting with key stakeholders to ensure that deliverables satisfied business requirements.
- Designed & implemented the process for feature request intake & prioritization, automating the creation of tickets & alerts to stakeholders based on changes in a feature's status on the review board.
- Collaborated closely with a designer to develop & implement a comprehensive styling rebrand.
- Prepared, tested, and delivered engaging product demos to internal/external stakeholders & investors.
- Translated tough technical concepts, issues, and recommendations to non-technical stakeholders.
- Researched & presented a feasibility report to leadership on the migration from a web to mobile application, detailing technical, business, and resource considerations.

Junior Front-End Developer, Alteon | Third Summit Corp.

May 2021 - Aug 2021

- Architected a blog sub-site, leveraging the Contentful API, enabling non-technical business stakeholders to independently manage the site's content to more quickly meet marketing needs.
- Increased development efficiency by creating a searchable, interactive, and easily navigable documentation library of existing and new React components.

Senior Project Manager, Olapic, Inc | Monotype, Inc

June 2018 - June 2020

- Managed programs for global strategic accounts, including 40+ simultaneous complex and competing development projects, to deliver business value to multiple layers of client stakeholders.
- Coordinated cross-functional teams, including account managers, solutions architects, developers, and animators, maintaining processes, timelines, budgets, and stakeholder satisfaction.
- Conducted regular status meetings and provided frequent progress updates to stakeholders, ensuring transparency and accountability throughout the project lifecycle.
- Leveraged advanced knowledge of platform features, functionalities, technologies, and tasks required for client integration with our RESTful APIs and the implementation of JS widgets on client sites.
- Accurately scoped work for Sales and CS teams based on client goals, needs, and technical capabilities.
- Collaborated with Solutions Architect & Engineering teams on custom client implementations, debugging, and developing and maintaining technical documentation.
- Developed and implemented new onboarding processes and documentation for the regional teams of an existing global strategic client, reducing onboarding time by 40%.

Account Manager, Olapic, Inc | Monotype, Inc

March 2017 - June 2018

- Managed a portfolio of clients with revenue exceeding \$1.5 million, owning the entire client relationship, consulting on implementation optimization, and negotiating contract renewals.
- Identified and resolved customer pain points by collaborating with cross-functional teams to research and implement new product features and enhancements, reducing churn rate by 10%.

EDUCATION

Bachelor of Arts in History, University of Pittsburgh

2015

Full-Stack Software Development, AppAcademy

2020