Maggie Hedrick

Email me@maggiekh.com
LinkedIn /maggiekhedrick
Github /mhedrick

Work History

KAR Global

Product Owner   *Jul 2019 - current*

• Worked closely alongside leadership to establish the roadmap and growth strategy for SRE
• Led standardization of agile process and framework after pivot from SAFe
• Met with customers and stakeholders on regular cadences to present product goals and vision and elicit needs for future delivery, align expectations, and set priority
• Maintained product record as well as teams' operational and capitalizable budget and forecast
• Composed user stories, features, and epics with tightly defined acceptance criteria and accepted work to ensure correct work was completed
• Have been product owner over several teams and workflows - currently over only two SRE teams, previously automation engineering and infrastructure

Genesys / Interactive Intelligence

Senior Software Engineer   *Jan 2018 - Jul 2019*

• Took lead for front end technical direction of multiple products, which included updating legacy products and staying current with technology standards and best practices
• Managed the design, implementation, and user acceptance testing of UI/UX on internal professional services tool for time tracking, billing, invoicing, and reporting
• Provided global post-release support of a major software initiative merging two quoting, billing, and project management systems for a multi-million dollar professional services organization

Software Engineer   *Jan 2015 - Jan 2018*

• Captured business requirements from stakeholders and executive team to implement custom tools, such as a resource allocation tool and customer outage tracking report
• Revamped internal product branding twice, along with total product redesigns
• Handled UI/UX design and direction on internal team agile tracking tool

Application Developer   *Oct 2013 - Jan 2015*

• Full stack development using C# (.NET), Microsoft SQL, and JavaScript with Bootstrap 3 and Knockout JS for an internal professional services quoting and project management suite

Education

B. Sc in Computer Science   2009 - 2013

Indiana University-Purdue University Indianapolis
Minor in German, Grader Fall 2012, TA Spring 2013

Additional Information

• Web Development with Visual Studio and VS Code, languages including C# and JavaScript, and Sketch for mockups and wireframes
• Previously Certified Scrum Master through Scrum Alliance (000558512) and Certified PO/PM through SAFe 4 (62370760-2575)
• AWS Certified Developer (SH23NNZCBB44QJ39) Issued Jun 2019, Expires Jun 2022