

Alexandria Wagner

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Collaborative Technology Leader / Product Owner

Creative and technical professional specializing in building web-based software, producing software solutions, as well as systems analysis, integration, architecture, implementation, and Agile software development.

Full Stack Developer with over 15 years of experience managing the full project life cycle, delivering web-based solutions, optimizing user interfaces, and improving information systems. Drive performance and reliability of company websites, internets, extranets, microsites, and applications. Advanced technical knowledge utilized to administer Tier III application and help desk support, perform software testing and documentation, analyze business processes, and bolster user experiences. Lead cross-functional teams, collaborate with technical personnel, and maintain key relationships with technology vendors.

Technical Proficiencies

Software:	Adobe Creative and Marketing Cloud; Atlassian Jira, Bitbucket, and Confluence; Microsoft Visual Studio and IIS; ServiceNow
Languages:	HTML, CSS, PHP, JavaScript, Java, ES6, Classic ASP, ASP.Net, C#, VisualBASIC, VBScript, Transact SQL, JQL
Frameworks:	Bootstrap, Node.js, jQuery, React, CSS Grid, FlexBox, Foundation, Angular, AEM, WordPress

Professional Experience

CREDIT ONE BANK, Las Vegas, NV – 10/2017 to Present

Associate Vice President (AVP) II, Web Engineering

Manage and collaborate with a team of full-stack web developers and software engineers, including performing code reviews, allocating resources, prioritizing projects, drafting policies, and overseeing day-to-day activities. Drive change by executing key online initiatives in tandem with technical and non-technical personnel. Develop and deliver functional specifications, transform large, complex projects into manageable phases in the form of release notes, user stories, acceptance criteria, and Jira tasks. Guide user interface design and engineering (UI) and user experience design (UX). Deliver frequent reports to management and associated stakeholders on development status. Maintain key relationships with mission-critical external technology vendors and interface with intra-departmental staff, IT project managers, and developers. Conduct and participate in Scrum meetings.

- Exact full project life cycle management from design, development, documentation, testing, and deployment, including overseeing new requests and delegating technical tasks to developers.
- Manage web production for Adobe Experience Manager (AEM) including collaborative deployment of code and content.
- Improve performance by ensuring, code repositories, team workflows, and version control systems are thoroughly utilized, efficiently managed, and effectively functioning.
- Develop innovative web-based solutions for new applicants and 14M+ existing card members, while ensuring user interfaces reflect design/technology requirements and functionality.
- Analyze and precisely scope project scale and development efforts for additional website processes, features, and functionality in conjunction with project team members.

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SMART CITY NETWORKS, Las Vegas, NV – 9/2001 to 10/2017

Senior Systems Developer (1/2014 to 10/2017)

Streamline workflow by delivering oversight of a small web team, providing guidance, motivation, constructive feedback, and support. Minimize maintenance requirements by improving processes by significantly enhancing existing websites and developing new company sponsored websites. Encourage professional development among colleagues by leading in-house training and seminars on internal software and processes for both web and Windows applications. Educate users by creating and updating documentation, training aids, and online user instructional materials.

- Drive performance, reliability, and functionality via maintenance of intranet, extranet, e-commerce site, payment portal, four websites, customer-facing microsites, and 20+ custom web-based applications.
- Boost user experience by collaborating on proprietary Windows software application user interface design, new development, maintenance, and improvement requests.
- Manage advanced and complex issues by provisioning Tier III application support for web and Windows applications by collecting data, isolating and analyzing problems, and providing solutions.
- Facilitate completion of development projects to scope and schedule via implementation of a feasibility study, analysis, wire framing, and statement of work (SOW) documentation policy.
- Designed and managed a project involving the development of an expense reports system, completed two weeks ahead of schedule.
- Developed and coded an online performance evaluation system for HR, including goal setting and maintenance of an employee list reading data from ADP via CSV file import.

Systems Developer (12/2006 to 1/2014)

Planned, developed, deployed, and maintained new systems for company intranet, extranet, three web sites, and 35+ microsites. Ensured software met business and technical requirements through software testing and documentation, while administering Tier III help desk support. Delivered end user education by coordinating and conducting training nationwide on internal software and processes for both web and Windows applications.

- Slashed bounce rate by 50% via redesign of company website through user experience, interface, and navigation improvements.
- Decreased man hours by an average of 240 on a monthly basis by building applications, automating business processes, and driving efficiency and accuracy.

THE ART INSTITUTES, Las Vegas, NV – 4/2014 to 7/2017

Web Design/Interactive Media Adjunct Instructor

Educated students by teaching college-level courses on web design, graphic design, and programming and creating lesson plans, rubrics, lectures, and exams. Inspired students to take an interest in subjects by developing engaging and interactive projects and assignments based on textbooks and personal experience in the field.

Education

Master of Information Systems, Information Systems, University of Phoenix, Online

Bachelor of Science in Information Technology, University of Phoenix, Online

Professional Development: Agile Leader Certification (SSGI), Certified Scrum Product Owner, Certified ScrumMaster, NSLS Foundations of Leadership, and Certified Internet Webmaster (CIW) Associate