

LILA FROST

Agile Product Manager

✉ frost.lila@email.com

📞 (123) 456-7890

📍 Annapolis Junction, MD

🌐 [LinkedIn](#)

EDUCATION

M.S.

Information Management

University of Maryland

📅 2011 - 2013

📍 College Park, MD

B.S.

Information Science

University of Maryland

📅 2007 - 2011

📍 College Park, MD

SKILLS

- Trello
- Figma
- Mixpanel
- Jenkins
- Zoho CRM
- Google Cloud Platform
- Agile Alliance
- Productboard

CERTIFICATIONS

- Agile Certified Practitioner (PMI-ACP)

CAREER OBJECTIVE

Highly experienced Scrum Master with expertise in Jenkins and Mixpanel. Eager to join Lockheed Martin as an Agile product manager to facilitate efficient product development processes that align with the company's commitment to security, innovation, and excellence.

WORK EXPERIENCE

Scrum Master

Booz Allen Hamilton

📅 October 2018 - current

📍 Annapolis Junction, MD

- Facilitated daily Scrum, sprint planning, and retrospective meetings for 3 agile teams, **increasing team velocity by 12%**
- Used Trello to manage tasks and workflows, improving team productivity by 22%
- Reduced deployment errors by 35% and increased deployment frequency by 23% via Jenkins for CI/CD
- Improved stakeholder satisfaction by 27% with Zoho CRM

Junior Software Developer

The Johns Hopkins University Applied Physics Laboratory (APL)

📅 June 2014 - September 2018

📍 Laurel, MD

- Leveraged Figma for creating and sharing UI/UX designs that contributed to a **13% boost in user engagement**
- Implemented Mixpanel for tracking user behavior in developed applications and improved app development
- Increased delivery timelines by 17% via Productboard to manage backlogs and roadmaps
- Assisted in the creation of technical documentation for all developed software, reducing support queries by 41%

UX/UI Designer

2U

📅 May 2011 - May 2014

📍 Lanham, MD

- **Boosted testing efficiency by 33%** through prototyping and testing design solutions via Google Workspace tools
- Led the redesign of the 2U website, leading to a 26% increase in site traffic and a 39% rise in conversion rates
- Oversaw design brainstorming sessions that improved innovative design ideas and team collaboration
- Employed user feedback to iterate on designs and increased user satisfaction and product usability by an average of 34%