

Vickie Hearne, PMP, PMI-ACP, CSM, CSPO, SSMC (SAFe)

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Irvine (Orange County), Southern California

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Technical Project Manager - Enterprise DevOps and Custom AppDev

Manage overall project organization (full SDLC with enterprise PMOs) to ensure requirements and deliverables are clearly documented and communicated. Create project business case, road map, charter, all management plans, baselines, and execute iterative delivery model. Facilitate discussions, decision making, and conflict resolution with stakeholders, vendors, and client SMEs to ensure harmony and transparency.

Agile Scrum Master - Backlog Management

Well-versed in Agile (Scrum and Kanban) software development methodologies. Run daily scrum calls, backlog refinement, sprint planning, and retros. Responsible for ensuring work meets Definition of Ready, Definition of Done. Create utilization plans and track metrics such as burn-up/burn-down and activities and duration (Gantt). Mentor and coach teams in Agile transformations on best practices, processes, and tools.

Requirements Management - Systems and Process

Lead JAD sessions to document requirements. Negotiate with architects, developers, and designers to solution and baseline development. Worked with business units such as Customer Service, Purchasing, Finance, Warehouse (logistics management), and manufacturing groups to define business processes for current and future states. Collaborate with IT team, 3rd party vendors, and stakeholder/SMEs to decompose business requirements into development-ready, testable user stories for scrum teams.

Strategic Planning – CapEx Road Mapping

Strong background in CapEx feasibility planning and proposals. Worked with several enterprise clients to assist their executive teams with strategic IT infrastructure planning and multi-year roadmaps. Create initial business case, needs assessments, cost/benefit analysis, ROI, implementation plans. (CapEx <\$15m). Counsel executive management on assessment criteria, priorities, risks and dependencies.

Reporting Tools - JIRA, TFS, VersionOne, MS Project

Manage backlog development (Epics, Features, Stories, Acceptance Criteria) Track sprint burn-up, burn-down, velocity, capacity, and resource utilization using a variety of tools. Ensure all project, enterprise and process assets align with DevOps and release management strategies.

Collaborative Leader - Team Advocate, Agile Coach

My style is inclusive, courteous, and direct. I am a former teacher and published author who is comfortable running meetings, facilitating JAD sessions, managing clients, stakeholders, and making c-level presentations. My collaborative leadership style enables me to operate effectively in matrixed environments where partnership and influence are important drivers for project success.

[Pierce/Wharton Research, LLC](#) (Irvine, CA)

2005 – Present

My company, Pierce/Wharton Research, provides Agile project management and technical consulting services to support software development and IT infrastructure projects. Clients include pharmaceutical, bio-med, logistics, and other industries that utilize managed services and solutions consulting vendors.

Clients and Projects

[The Aerospace Corporation](#), El Segundo, CA

07/2020 – 01/2021

Role: Scrum Master, Information Systems (DevOps)

Scrum master for two Dev Ops scrum teams. Goal to help refine and mature their Agile practices. Projects includes COE and AWS replatforming, internal forms and HRIS systems. Used Jira for backlog management and workflow management. Created dashboards for all teams. Helped refine backlog and worked with team to increase velocity and enforce Definition of Ready. Reported to Transformation Team and consulted with leadership to implement Agile best practices and process improvements.

[Maersk](#), South Gate, CA

08/2019 – 3/2020

Role: Scrum Master, Santa Fe Springs Implementation Project

Worked with Maersk's NA technology team as Scrum Master for JDA warehouse management system implementation. Project included multiple tracks (facility spin-up, packaging sorter construction), and multiple teams. Implemented Jira for scope and workflow management, utilized MS Project for schedule and duration metrics, managed all ceremonies. Consult with leadership to implement Agile best practices and process improvements.

[Ingram Micro](#), Irvine, CA

10/2017 – 1/2019

Role: Principal Analyst, Scrum Master, US-PMO

Responsible for providing capital expenditure analysis (feasibility, cost/benefit, ROI), architectural and solution recommendations for multiple global and US-IT projects (\$2-\$10m). Business units included retail sales (Amazon, Walmart, Staples), Purchasing (JDA feasibility and process analysis). Acted as Scrum Master for EDI/BI order tracking dashboard project. Report directly to the CIO and PMO Director for the Americas.

Cognizant (formerly Magenic) Irvine, CA

4/2016 – 10/2017

Role: Scrum Master, Solutions Consultant

- Worked with [First American Title](#) to create a custom network monitoring mobile dashboard that permitted 24/7 views of server/node processing utilization and capabilities. Bootstrap/Responsive.
- Worked with [Cargill Animal Nutrition group](#) to define backlog and user stories for mobile BI application designed to support global bovine feed marketing group. Xameron for Android and iOS, Azure replatform
- Worked with [Deloitte](#) Audit services and multiple deployment teams to groom, refine and ready backlog for a six-month project to transform a proprietary regression analysis tool into a web application.

[Ciber](#), Lake Buena Vista, FL

3/2015 – 3/2016

Role: Senior Consultant, Scrum Master

Worked with [Disney Park and Resort's](#) IT infrastructure, Marketing, and IT Security stakeholders to update financial interfaces for custom dining and resort reservation systems. Used VersionOne to plan, create, and refine Agile epics/user stories, dataflow schemas, and other artifacts used by the development and QA teams. Contributed technical analysis services and wrote executive summaries for capital planning group. Prepared initial business case (feasibility, cost/benefit, ROI), and pro-forma financials for large-scale (\$15m+) IT infrastructure projects.

[Neudesic](#), Irvine, CA

7/2014 – 11/2014

Role: Business Systems Analyst, Scrum Master

Collaborated with solutions development team during the initial data analysis phase of a policy/mortgage workflow solution created for Assurant Property and Casualty. Lead JAD sessions to determine current v. future state, reporting needs, and refine UI/UX journeys. Created Agile deliverables (epics, user stories), EDI schema mapping, DBDict, and coordinated with other analysts, solution architects, and Scrum teams (SAFE) to organize artifacts needed by the development and QA teams for production releases.

[ThermoFisher Scientific](#), Carlsbad, CA

5/2013 – 5/2014

Role: Business Systems Analyst, E-Business PMO

I collected, assembled, refined and tracked business and functional requirements from stakeholders such as Manufacturing, Genetic Analysis, Product Marketing, Customer Service, and off-shore QA vendors (Hybrid Agile PLM) for a variety of DevOps Projects (\$500K - \$1.4m). The projects were to introduce new consumables to the ecommerce platform, and to add additional functionality to the Magellan (custom) platform used by subscription members for enhanced genetic analysis services, and to design and order custom oligos. All products and services delivered via multichannel ecommerce systems. Worked closely with Oracle, SAP and manufacturing groups. Utilized Agile PLM for progress tracking and project gates.

[Obagi Medical](#), Long Beach, CA

10/2012 – 5/2013

Role: Principal Consultant, V&V

Collaborated with other implementation vendors to define requirements, and then architect/solution a custom B2B, B2C e-commerce site for Obagi Medical. This project also included interfaces into a custom Warehouse Management System (WMS) and legacy financial systems. Created deliverables such as user journeys, CSR workflow, system requirements, UAT and regression test scripts. Worked with Legal and Marketing to define business rules for domestic pharmaceutical sales and shipments.

[ATec Spine](#) Carlsbad, CA

3/2012 – 10/2012

Role: Technical Writer, V&V

Created UAT and Validation test scripts for supply chain ERP (Vantage/Agile) processes, systems, and applications to ensure they were compliant the company's SOX and 21 CFR Part 11 requirements. Authored annotated methodology and decision matrix to evaluate and rank high, medium, and low-impact IT projects. Collaborated with development team to document test scripts. Validated fixes by running SQL queries. Created SOPs for work-a-rounds and end-user training.

[Masimo](#), Irvine, CA 11/2010 – 10/2012

Role: Project Manager, Content Management & Localization

Utilized [DITA](#) standards to implement [AuthorIT](#), a single-source XML component-management system. The project's goal was to manage global product documentation and localized collateral.

[Illumina](#), San Diego, CA 1/2010 – 6/2010

Role: Project Manager, Technical Writer, Genome Analyzer Group

[Neudesic](#), Irvine, CA 2/2007 – 5/2008

Role: Technical Writer/QA Tester

Employers

[Peregrine Systems](#) (currently HP), San Diego, CA 1999-2005

Project Manager, Global Education Services

[Kaplan International](#), La Jolla, CA 1994-2009

Teacher - English as a Second Language (p/t adjunct)

Education

MA, Political Science: San Diego State University

Emphasis: Political economy of developing nations. Thesis: Corruption: Causes, Consequences, Cures.

BA, Political Science/History: San Diego State University

Certifications

Project Management Professional (PMP), Project Management Institute.

#2558219, Exp. 4/2022

PMI Agile Certified Practitioner (PMI-ACP), Project Management Institute.

#259496, Exp. 6/2022

Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Scrum Alliance.

#664047, Exp. 7/2021

SAFe Scrum Master Certified (SSMC), Scaled Agile, Inc.

#88584270-0876, Exp. 2/2022

Publications

BOOK: [The Temp Job : A Survival Guide for the Contingent Worker \(2017\)](#)

- Offers straight-forward no-nonsense advice to anyone navigating today's gig economy.

WHITE PAPER: [Refined, Ready, Accepted: Backlog Management for the Successful Agile Development Team \(2017\)](#)

- By adhering to standards of Ready and Accepted for development work, Agile teams are more likely to produce a quality product that is both on-time and in-budget.

WORDPRESS BLOG: [365 Days of Simple Gratitude](#)

- Making America *Grateful* Again

Professional Associations

- [Project Management Institute \(PMI\)](#), Orange County, CA
- [Scrum Alliance](#)
- [Scaled Agile](#)
- [Women in Technology International](#)
- [San Diego State's Aztec Mentor Program \(AMP\)](#)

More About My Technical Background....

My background encompasses a wide range of solutions consulting projects where my role was that of Scrum Master, Project Manager or Principal Analyst.

As Scrum Master, I have shepherded a variety of custom application development projects from business requirements to go-live. These projects were primarily custom BI dashboards and e-commerce offerings (consumables and services). Dashes were designed in responsive formats to support both desktop and mobile devices (iOS, Android). The goal of these projects was to provide real-time BI analytics or to monitor inbound and outbound EDI and API transmissions.

As part of these projects, many clients chose to replatform their legacy databases to cloud providers. Most included a track for cloud migration (Azure, AWS). Depending on the project, the instance was designed to support dashboards with historical analytics, general data warehousing, or to expand the system's e-commerce capacity with virtual servers.

I often get hired by clients who are trying to "fix" troubled projects

Because my experience encompasses a wide variety of industries and projects, I often get hired by clients who are trying to "fix" troubled projects. I also work with clients who are seeking mentoring and best-practice guidance with their Agile transformations. For these clients, my approach is always consultative. My goal is to help you evolve a full-cycle, hybrid, or Scrum/Kanban software development process into a "right-weight" structure that meets the needs of your organization.

I work with clients who are seeking mentoring and best-practice guidance with their Agile transformations

In addition to custom AppDev efforts, I also assist many clients with their DevOps "COE/Engineering Excellence" projects. In my roles as a Project Manager, Scrum Master, and Systems Analyst, I work closely with the client's internal teams and 3rd party vendors to define business and functional requirements and priorities for development. These internal projects are generally designed to retire technical debt, refactor custom platforms, enhance system interfaces (SAP, Oracle, Siebel), and add B2B, B2C services and consumables to multi-channel e-commerce sites. Several of my clients are large, multi-billion dollar/multi-national enterprises; therefore, these DevOps efforts are complex, cross-functional, and included integration and with Warehouse/Logistics, Purchasing (JDA), and Finance (Oracle and Siebel) for billing and revenue reconciliation systems.

I am a US citizen, and I reside in Southern California. I am able to support virtual teams in the US and off-shore. Thank you for your consideration.