TAMARA SWAN

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PROFESSIONAL EXPERIENCE

Ovia Health (a Labcorp subsidiary), Boston, MA (Remote)   April 2019 - present

PMO Manager   September 2023 - present
- Transformed the function of the Project Management "center of excellence" into a Program Management Office (PMO), a strategic function responsible for resource management, project tracking & delivery, and enhancing organizational efficiency & effectiveness.
- Drive learning & development initiatives. Designed & implemented a career path for Project Managers, regularly coaching them to solve complex team challenges. Lead training sessions across the Product & Engineering team focused on agile best practices, process changes, and methodologies for working effectively with a remote team.
- Own project tracking & oversee project delivery across the org. Responsible for resource planning & management, working with Product & Engineering leaders to ensure projects are properly staffed and on schedule. Manage and oversee the execution and delivery of large-scale programs spanning across Ovia as a whole, collaborating cross-functionally with Marketing, Customer Success, Sales, Clinical, etc.
- Facilitate process improvements & efficiencies. Responsible for ensuring smooth rollout around new processes, using a data driven approach through metrics tracking around performance & team feedback.

Project Management Lead   September 2019 - September 2023
- Built, developed, & grew a Project Management "center of excellence" supporting Ovia's Product & Engineering teams. Hired, managed, and coached a team of Project Managers, providing career guidance and support in solving team/project challenges.
- Represented the Project Management team on the Product & Engineering Leadership level, ensuring that priorities and processes were communicated and rolled out to the team in a thoughtful, transparent fashion. Regularly designed and ran training sessions around agile best practices & processes.
- Responsible for the development, roll out, & success of process improvements across the org. Examples include: development of a monthly product release cadence including the distribution of internal release notes to inform the cross-functional org of product updates and new features, conducted research and internal stakeholder interviews in an effort to develop and propose an improved implementation process for Ovia's Enterprise clients.

Project Manager   April 2019 - September 2019
- Drove the Agile product development process across Ovia's suite of mobile apps and in support of enterprise solutions for employers and health plans. Led all Agile ceremonies, identified interdependencies across teams, unblocked software developers, and set teams up to succeed on a daily basis.
- Worked cross-functionally with product development team members to translate complex business needs into actionable deliverables. Negotiated and informed release plans.
- Identified process improvements and worked with stakeholders to implement better tooling. For example: led company-wide integration of Confluence for improved documentation.

Notarize, Inc., Boston, MA   May 2018 - Jan 2019
Product Manager
- Owned the product roadmap for native iOS and Android applications in support of company OKRs
- Worked with product designers, engineers, QA, and other PMs across the organization (web and mobile)

to define product goals and solve customer challenges

- · Improved team processes and led the team through agile ceremonies (backlog grooming, sprint planning, retrospectives, etc.) in an effort to launch timely, weekly product releases.
- · Conducted user testing on key mobile app features, consistently working to iterate on product concepts and track key performance metrics.
- · Collaborated with customer support/success teams, product marketing, and product analytics, and other departments across the organization to drive success from a mobile product perspective.

Intrepid (an Accenture Digital studio), Cambridge, MA   Nov 2014 - May 2018
Project Manager (Mobile, web, and operations)

- · Maintained a split role between project management/scrum master, product manager, and client relationship manager, managing an average of 3 to 4 ongoing agile teams and projects, including mobile and web builds, strategy and design engagements, etc.
- · Owned the client relationship. Collected requirements and managed expectations & priorities.
- · Mentored team members, and prepared presentations to apprentices on Scrum processes, project management, and client management skills.
- · After Accenture's acquisition of Intrepid in June 2017, took on operations responsibilities for the company in an effort to guide the transition.
- · Implemented new tools, technologies, and processes to support Facilities, Sales, HR/Recruiting, as well as the entire Intrepid studio, in order to improve day-to-day operations and the new hire onboarding process.

C Space, Boston, MA   September 2011 - November 2014

Associate Project Manager   June 2012 - Nov 2014

- · Oversaw relationship between clients and internal, globally-distributed teams, & managed intake of research requests.
- · Implemented internal team processes and project management software systems.
- · Managed resources and allocated tasks internally, as well as kept track of timelines and scope for research and relevant client deliverables.

Senior Associate Community Manager   September 2011 - May 2013

- · Facilitated research and managed members in online communities, drafted research activities (surveys, discussions, etc.) and analyzed data and drafted insights reports.
- · Provided technical support to members and responded to member inquiries and concerns.

CERTIFICATION & EDUCATION

THE SCRUM ALLIANCE
Certified Scrum Master: Course and certification completed through Scrum, Inc.

SOUTHERN NEW HAMPSHIRE UNIVERSITY
Master of Science: Industrial and Organizational Psychology, 2020

CONNECTICUT COLLEGE, New London, CT
Bachelor of Arts: Psychology, 2011