MICHAEL BIAGETTI
PMP, CSM, and SAFe Scrum Master certified

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Truth Initiative Foundation   Washington, D.C.

Technical Project Manager   April 2017 – July 2022
Senior Technical Project Manager   July 2022 – Present

Five-plus years of solving technical challenges and leading project implementations large and small, centered around helping people quit smoking, vaping or chewing tobacco through our BecomeAnEX.org website, mobile apps, live-chat coaching, interactive automated text messages, and tailored emails, and online community.

Servant leadership on the Software Development Team

I serve as Scrum Master in all projects, running our standups, sprint plannings and retrospective meetings, and identify and clear blockers to development, maintain and broadcast known due dates, and I produce project charters, status reports, demos, and planning meetings agenda. I ensure there is clear and accurate communication to team members and to the wider organization, and I provide regular guidance and mentoring to junior team members.

I administer and customize the Jira ticketing system to fit our team, from the small-scale: making team-specific boards, workflows, custom fields and automations, to the large scale: Creating custom reports in Google Sheets using the Jira APIs to make visible the project progress and likely completion dates of large initiatives.

I run many live site operations, overseeing CMS content entry, configuration and feature testing, ad hoc live data analysis, bug investigations, after action reviews & root cause analysis.

I am a key cheerleader-ing voice at times, welcoming new team members and celebrating successes. I am also a strong voice for quality and risk mitigation at the right times, too, providing corrective guidance when appropriate. I am told I bring a lot of kindness and caring to my work.

I attune to the key stakeholders above me, ensuring my decisions are in keeping with their priorities and maintaining their confidence.

I am an honest broker and go-to subject matter expert around our systems and our projects for stakeholders, particularly for the Product development team, Client services, security, legal, and other key decision makers in the organization. I believe I am able to quickly put myself in their shoes and identify their needs and concerns together, supporting a cohesive cross-team environment. I am also conversant enough in our coding and system's architecture to identify likely pitfalls and to guide junior team members through development.

Collaborating with Product Leadership

I perform scoping and business analysis through <u>gathering and refining requirements</u> on our most intense initiatives such as migrating our entire website from the PHP to Python coding languages without any interruption to our users, or migrating our 11 year-old online community with tens of thousands of valuable posts and participants documenting their quit journeys, and recoding and redesigning our user registration system... I partner with senior developers in the planning of tasks and project phases to produce clear and actionable user stories & requirements.

I lead both deadline-driven and open ended projects, and <u>develop and implement agile-friendly project plans, risk assessments, task sequencing, testing plans, and/or launch-sequencing plans</u>. I work closely with the Product Team to control scope, negotiate and fine-tune product strategies and I oversee their user-acceptance-testing of our dev work before it goes live. I manage resources in close collaboration with the director of software development, and <u>oversee the work of both in-house and contract developers</u>. Specifically I performed risk assessments and launch planning when we migrated our entire site to a secure hosting environment and achieving HIPAA compliance in all of our connected systems, and I led the full project lifecycle when we recreated all of our site content in the Python-Wagtail CMS for real-time publishing by non-developers, and the full lifecycle this year when enhancing the user experience with more personalized interactions on the main website. I've overseen the work of external vendors when it came to growing the mobile Apps that complement our services, and in translating our entire offering for Spanish-speaking users.

AKQA, Inc.   Washington, D.C.   Feb 2016 – April 2017
Technical Manager

   I served as the technical point of contact for our clients while leading teams of developers (both in-person and off-shore) along with quality assurance specialists to architect, develop, iteratively improve and launch iPhone apps and mobile websites, fostering and ensuring quality code deliveries and pixel-perfect design implementations. I translated technical challenges into business-digestible client communication. I anticipated the client's needs to provide a close collaboration with my technical team and our business stakeholders, negotiating scope changes, led backlog grooming, sprint meetings, and managed all Jira projects. Projects include AARP app relaunch, and a new US Postal Service app and mobile website features.

Fig Leaf Software, llc   Washington, D.C.   May 2014 – Aug 2015
Technical Project Manager

   Leading teams with diverse skill sets and experience through the full software development life-cycle to create high-visibility websites for the public and private sector. Overseeing design-refinement, user experience planning, technical specifications, code development, running quality assurance, migrating encyclopedic levels of content, launching to the public, resolving immediate live issues, and transitioning to long term support models.
   Sites include: City of Louisville KY - LouisvilleKY.gov, Sir Speedy Printing - SirSpeedy.com and sister site Pip.com, Teamlogic IT Services - TeamlogicIT.com, and First three phases of WMATA (DC Metrorail and Metrobus) site relaunch; leading Technical and Creative discovery phase, User experience, and visual design phase, Technical planning phase.

Elephant Ventures, llc　　　New York, NY　　　　　　　　　　　　Oct 2011 – Feb 2014
Technical Project Manager

Leading teams of Engineers, QA specialists, and stakeholders to launch websites large and small. Client relations and account management. Facilitated client discovery cycles, distilling all input into actionable proposals, contracts & budgets, and then into tangible development tasks. Writing user stories, facilitating daily stand-ups, real-time task prioritization, constant unblocking for Engineers, QA and fellow project managers on close knit teams, including off-shore developers. Led 11 developers to launch our $2M social networking website in 5 months, built on Drupal.   Main technical leader on major consumer facing financial website leading team of 4 in a year of front-end site enhancements and feature upgrades.   Led effort to evaluate and optimize performance, reducing page load from 5-10sec to 2-4sec – faster than any top competitor in the market.

Barnes & Noble, Inc.　　　New York, NY　　　　　　　　　　　　Mar 2008 – Oct 2011
Front-End Web Developer

Led the team's transition to agile product development, serving as scrum master, managing team roles, and coding the user experience in the new B&N's Kids' Club and the new Gift Finder, contributing to an 100% increase in overall toy & game sales in 2011. Developed & maintained user interactions across the e-commerce site, creating pixel-perfect HTML & CSS implementations of UI widgets, using dynamic Ajax design patterns, focused on increasing usability & conversion. Re-factored how BN.com displays pricing everywhere products appear. Replaced a dozen ways of representing price-points with unified display logic & simple visual styling. Enabled merchandisers to quickly re-sort thousands of items into a vast matrix of new categories & designations using a clean & simple interface deemed "The best back-end tool we've ever been given" by the lead merchandiser.

Broadstreet, Inc.　　　New York, NY　　　　　　　　　　　　Jun 2005 – Mar 2008
Web Developer

Designed and programmed high-traffic websites with consistency and a sensible user experience. Reduced turnaround time by 50% on flagship projects for American Express with custom input tool.
Clients included American Express, ESPN, Time Warner, Comcast, Pfizer, Scripps Howard

SOFTWARE MASTERY

Jira Cloud Administration and APIs, Google Drive APIs, Metro Retro, Mural, MS Excel, MS PowerPoint, MS Visio, MS Office, Adobe Photoshop, Adobe Captivate, Snagit Screen capturing.

CERTIFICATIONS

SAFe 6.0 Scaled Agile Scrum Master (SSM) - May 2023 - Active
Project Management Professional (PMP) - May 2022 - Active
Certified ScrumMaster, Scrum Alliance - Feb 2018 - Active

EDUCATION

New York University　　　　　　　　　　　　　　　　　　2000 – 2004
Bachelor's Degree, Computer Science and Political Science