

L. BRITTANY GLOVER

WWW.BRITTANYGLOVER.COM | BRITTG88@ME.COM

(336) 693-0611

EDUCATION

Master of Arts in Interactive Media

Elon University, May 2011

Bachelor of Arts in English

Minor in Journalism and Leadership Studies

University of North Carolina Wilmington, December 2009

SKILLS

Product Management

Web Development

Information Architecture

Project Management

Marketing

Client Relations

Operations

Leadership

Agile Methodologies

Multimedia Strategy

Business/Web Analytics

Wireframing/Prototyping

Usability Testing

Branding

Social Media

TECHNOLOGIES

PHP	HTML5/HTML	CSS (SASS/LESS)	Bootstrap/Foundation
Drupal	WordPress	Percussion	Joomla
JavaScript	AngularJS	jQuery	Dojo
MySQL	Java (Eclipse)	Ruby on Rails	Google Analytics
GIT/Subversion	JIRA/RTC	Web Optimization	Selenium
Adobe Photoshop	Adobe Illustrator	Tools	

EXPERIENCE

OFFERING MANAGER & USER EXPERIENCE PARTNER IBM Commerce | Durham, NC

Oct. 2015 - Present

Technical Product Manager and User Experience Partner for IBM Commerce's e-Commerce/Merchandising, B2B and Cognitive team. Responsible for working with Offering Managers and cross-sectional team across IBM Commerce to drive and quantify market opportunities in order to design and analyze current portfolios, as well as define innovative products that will drive market share using Design Thinking and agile methodologies.

- Manage the educational advocacy of IBM Commerce Offering Manager's through solely designing and developing a digital knowledge-base center which educates IBM leaders on the Offering Management discipline and provides user focused design and development. This cross segment online knowledge-base attracts IBM leaders and employees worldwide providing in-depth knowledge and best practices around IBM's Offering Management operating model, team tooling and IBM Commerce's Sponsor Users program which was refined during digital transition.

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EXPERIENCE

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Oct. 2015 - Present

- Manage current product offerings and propose new products that focus on Cloud based marketing and development initiatives through strategic planning and portfolio management.
- Responsible for defining and identifying potential cross-segment product proposals within IBM Commerce that involved collaborating with various external companies' product portfolios which included Watson, The Weather Channel, REI, Salesforce, etc.
- Identify business needs and opportunities for internal and external commerce departments and design roadmaps covering business requirements, design, development and operations of products and and departmental stakeholders.
- Responsible for the digital redesign of IBM Commerce's Sponsor User program and assisted in weekly recruitment of external clients for sponsorships such as Toms, Nordstroms, Target, Clorox, Dell and Sallie Mae.
- Educate and train companies and internal IBM departments on Design Thinking, User Experience and Agile best practices. Create empathy maps and storyboards with clients to discover pain points and establish solutions to pro-actively identify and solve pain points.
- Generate innovative products to implement as beta releases by working with state of the art design, development and dev-ops engineering leads.

SENIOR UI/FRONT END ENGINEER IBM | Durham, NC

Jan. 2014 - Oct. 2015

- UI/UX team lead for IBM Cloud OpenStack Services, formerly SoftLayer, and Cloud Managed Services managing eight developers worldwide, external vendors and agile sprints to ensure that projects run smoothly and delivered on time while proactively planning for bugs, patches and additional testing as scrum master.
- Software development using HTML, CSS, PHP, Java, JavaScript (jQuery/Dojo) and MySQL and other open-source technologies.
- Administrator daily scrum meetings with team and bi-weekly with third-party vendors as needed.
- Present new innovative technologies to utilize such a responsive development, advanced content management systems, external products and other tools to better support technical vision and business requirements.
- Develop short and long-term goals based on feedback from users, test results and internal and external executives.
- Pitch third party vendors to management to establish contracts and relationships with external products needed.
- Prepare UI wireframes and prototypes to present to stakeholders in order to establish a more effective and efficient user experience.
- Assist in the creation of content throughout sites to provide clear instructions and documentation on product.
- Maintain W3C validation, accessibility and usability testing, patches and web maintenance/support.

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EXPERIENCE

PRINCIPAL UI ENGINEER Domus Semo Sancus | New York, New York

Nov. 2014 - Present

- Responsible for the User Experience and Front End Development of www.safetynetkyc.com and www.semosancus.com.
- Transition Photoshop mockups into functional usable UI components using HTML, CSS and JavaScript framework in MVC application to support backend code.
- Identify market requirements and perform competitive analysis in order to discover competitive features and emerging innovative technologies to build upon.
- Work with Engineering, Marketing and Sale teams to conduct product planning and life-cycle to achieve highly competitive application features.
- Conduct A/B Testing and User Experience testing with external clients in order to drive continuous application improvements.
- Ensure browser compatibility across supported platform and utilize development techniques to optimize page speed.

WEB DEVELOPER & IT CONSULTANT Align Creative | Raleigh, NC

Nov. 2010 - Present

- User Experience and Design/Development consulting with start-ups and medium to large companies worldwide. Companies include but not limited to Wisier Air, Duke Practical Playbook, Neighborhood Clinic, Dognition, UNC Chapel Hill, SynTelus Chemicals, ZoGuard Plus, IBM Cloud OpenStack Services and Progressive Graphics, View Triangle Homes and more.
- Software development utilizing PHP, MVC frameworks, HTML5/CSS, JavaScript/jQuery and open-source technologies.
- Conducted in-depth analysis on past, current and future business trends including but not limited to analytics, A/B testing, small and large competitor analysis, market research to develop new innovative tools that support business goals.
- Intensively trained clients on most up to date web standards, best practices and the most effective ways to utilize applications built to better support clients' demographics and needs.
- Manage a team of five individuals, conducting weekly team and individual meetings to ensure deadlines are met, status updates and strategic brainstorming.
- Monitored and trained internal team to handle web operations for current clients and handle bugs/patches, upgrades, client requests, demos, etc.
- Developed and launched technical non-profit for juvenile students to learn design and code fundamentals in Raleigh-Durham areas to provide community and individual rehabilitation.

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EXPERIENCE

OPERATIONS MANAGER Smashing Boxes | Durham, NC

Mar. 2013 - Nov. 2013

- Managed a team of 20+ and led cross functional teams between IT, Marketing, Sales and Finance for continued development, team documentation, marketing initiatives, pitches and process/cost improvement efforts. Handled monthly project schedules, client meetings, team needs, backlog information and weekly status meetings to report issues, new contracts, action items and preparation. Conducted hiring process for potential employees growing company 20% within four months.
- Planned and managed emerging business needs as company grew and initiated new processes in order to plan for larger team and news clients; communicated challenges and issues to senior management; assessing causes and implications, recommending solutions and costs, and encourage shared problem solving within the project team.
- Improved team training methods equipping team with improved presentation skills and conducted semi-annual performance reviews with team to create quality relationships, goals and expectations.

WEB DEVELOPER Smashing Boxes | Durham, NC

Nov. 2012 - Mar. 2013

- Software development in HTML/HTML5, CSS, JavaScript/jQuery, Ruby on Rails, PHP (Drupal/WordPress/Cardboard), MySQL, PostGres and new open source technologies.
- Created estimates for new client outreach and responded to RFP, often requiring initial pitches. Assisted in creating an improved client discovery process in order to define goals, requirements and determine technologies and functionality.
- Pitched technical and marketing ideas to high profile clients and communicated/presented to stakeholders bi-weekly to ensure product satisfaction, updated requirements and feedback.
- Managed web analytics, performance optimization, SEO, maintenance/patches.

WEB DESIGNER & DEVELOPER rPath | Raleigh, NC

Dec. 2011 - Nov. 2012

- Developed and managed corporate website and various micro sites for marketing and portal purposes using HTML, CSS, PHP, JavaScript, MySQL, Git and a variety of open-source technologies; monitored web operations, support tickets, patches, web analytics, performance optimization and SEO.
- Served as Creative Strategist and developed all material for digital, print and web productions, managing relationships and collaborated with third-party companies to implement web-based tools.
- Liaison between marketing, business, engineering and sales team in order to merge requirements from each department and provide technical solutions; trained and supported staff on web standards and the best ways to utilize internal and external tools.
- Managed interns providing tasks, feedback, performance reviews and training on web development and marketing tools in order to assist with monthly web blasts and Salesforce integrations.
- Other responsibilities included marketing, branding, photography, videography and managing social media platforms