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Top Skills

Presentations
Internal Communications
Stakeholder Management

Jilian Metz

Servant Leader. Communicator. Detail-Oriented Planner. Skilled in Agile Methodologies.

Flagstaff, Arizona, United States

Summary

Highly motivated, results oriented team builder with experience leading technical teams through project life cycles. Excellent interpersonal skills to build and maintain successful relationships across functions within the organization. Extensive knowledge of SDLC methodologies combined with hands-on Leadership experience managing a variety of development projects. Self-starter who works well on her own, unsupervised, or as a team player. Quick learner who enjoys exploring new areas and applying new ideas/concepts in daily work practices while always staying ahead of the curve.

Experience

Digital Bazaar, Inc.
Project Manager
March 2024 - Present (11 months)

WebPT
Business Analyst
February 2022 - June 2023 (1 year 5 months)

- Effectively manage, monitor, and prioritize product defects, resulting in reduced member escalations and a 74% faster resolution in member tickets.
- Collaborate with cross functional partners to document, improve, and communicate changes to our services which resulted in 40% increase in adoption.
- Acted as liaison between the Engineering team and other departments, facilitating effective communication and project coordination.
- Contributed to the continuous improvement of the project management processes and brought alignment and transparency to the team.

H2O at Home U.S.A.
Independent Sales Director
October 2013 - June 2022 (8 years 9 months)

- Direct selling success built on high level independence, people skills, leadership, coaching, communication, training, and mentoring.
- Integral member of a top level company wide council working strategically to support the field around marketing, training, incentives, sales, and problem solving.
- Strong verbal and written communication skills with the ability to engage with and present to executive level.
- Built and managed a team of 120 independent advisors.
- Developed relationships with customers to ensure their experience satisfaction.
- Effective problem solving at the customer and team levels.
- Developed and coached other independent business owners to continuously improve their confidence and performance.
- Drive continuous improvement in processes and procedures to increase KPI's and achieve a healthy balance between business and personal lives.
- Built programs to train and support the team.
- Designed & presented national training sessions in front of large numbers.
- Earned numerous awards for personal achievements, as well as all-expense paid trips, and annual recognition for team performance.

Rackspace Hosting

Technical Project Manager

March 2011 - July 2015 (4 years 5 months)

~ Served as Project Manager for early planning and design phases of major security project, one of the most critical and complex in our division's history. Led team as Scrum Master for the majority of the project as well, leading all team activities as well as Senior Leadership Updates.

~ Supported teams by removing obstacles and helping them meet their sprint goals.

Facilitated daily Scrum meetings, sprint planning, sprint reviews, and sprint retrospectives as Scrum Master for multiple teams.

~ Communicated the team's progress and successes with weekly status reports, consistent demos, and senior leadership updates to ensure visibility to product owner, stakeholders, and the team itself.

~ Coach team members and Rackers on Scrum practices.

~ Provided training on using VersionOne to new team members and managers.

Coordinated onsite visits from high-level leadership. Attention to detail, logistics skills and personal touch ensures our organization gains maximum value from these visits.

- ~ Instrumental in planning and executing valuable Rackspace events including Scrum workshops, project celebrations, hackathons, and field day.
- ~ Enhance the Rackspace culture by treating Rackers like friends and family, being transparent, being committed to greatness, and by involvement with our hackathon, wellness, and office committees.

Internet Databases

Project Manager / Customer Service

February 2005 - February 2011 (6 years 1 month)

- ~ Integral team member building and maintaining 13 web applications including www.hookerfurniture.com which receives 3 million page views/month, Hooker Furniture's internal site with 2500 users and FurnishWEB with 22 subscribing manufacturers and over 6000 users.
- ~ Corporate strategic planning including marketing decisions, structure changes, outsourcing, and future vision which transitioned the company from a couple of programmers doing contract work to a virtual company succeeding in a slow economy with a product earning recurring income.
- ~ Responsible for requirements gathering, functional site design, coordinating development schedule and programmers, and testing on multiple consumer and internal business web applications.
- ~ Manage development using external designers and offshore team of 2-6 programmers. Created an efficient process to communicate requirements and tickets for improved delivery success.
- ~ Develop process and provide support for 30 clients including 7 public websites, 5 internal applications, and FurnishWEB.
- ~ Develop and lead user training for client staff on HFC internal business application and FurnishWEB.
- ~ Programmed consumer sites, admin tools, new features and bug fixes in ColdFusion.

Internet Databases/USA ALTESS

Developer

July 2001 - February 2005 (3 years 8 months)

- ~ Implemented the US Army Procurement and RDTE Forms (PRF) application in ColdFusion MX and Fusebox using XML and Oracle which allowed the Army to consolidate its budget procurement and RDTE process.
- ~ Involved in all aspects of the life cycle of the PRF application, including continuing program improvement, documentation and maintenance.
- ~ Created and presented training for users of the applications at Army Conferences.

Education

Virginia Tech - Pamplin College of Business

MSCI-DSS, Information Technology · (1996 - 2001)