843-670-4162

leann.baran@live.com

Leann Baker

Professional Experience

The Boeing Company / June 2019 - Present

**Implementation Planner**

* Manages the development and implementation process of infrastructure products and network services
* Fulfills technical responsibilities like problem identification, system architecture definition, hardware and software specification and design
* Organizes cross-functional activities, to ensure the completion of hosting new web service API products on schedule to increase usability and accessibility for multiple internal and external users.

**Product Owner**

* Monitored multiple projects from initiation through delivery including planning, directing schedules, and monitoring budget, averaging 163 application changes quarterly through agile continuous delivery.
* Facilitated 4 successful PI Planning sessions by fostering a Continuous Exploration process driving the synthesis of a Vision, a Roadmap, and Backlogs, and through Pre- and Post-PI Planning
* Led the Transition Services release train in alignment with SAFe methodology that supported the Application FAA Audits.
* Led the Quality Projects Initiative that resulted in a 20% reduction in unintended schedule and production consequences, while eliminating a cost overrun of $1.7m.
* Established an innovative process to create requirements to support the portfolio backlog that reduced the amount of time project specialists spent creating requirements by 35%.

**IT Project Management Specialist**

* Coached a remote Scrum team of 7 in self-organization, cross-functional skillset, domain knowledge and communicates effectively, both internally and externally working within the Scrum team.
* Determined project scope, schedule and budget baselines based the software development lifecycle model.
* Responsible for streamlining and documenting processes, while managing the overall budget for Transition Planning Services, areas of opportunity and improvement within processes and tools were identified based on metrics to drive rapid decision making.
* Responsible for project management including project status, obstacle removal, project scope, and schedule adherence while delivering quality outcomes.

**EDUCATION**

**MASTER’S / BUSINESS ADMINSTRATION**

Alvernia University, 2017

**BACHELOR’S / PSYCHOLOGY**

Kaplan University, 2014

**SKILLS**

Extreme Programming (XP)

Adaptability

Cross-functional Teams

Microsoft Office

Time Management

Project Management

Agile Methodology

Microsoft Project

Technical Leadership

Tableau

Collaborator

**Product Owner / Product Manager**

SAFe 5.0

**Scrum Master**

SAFe 5.0

**G.R.O.W**

Inside Out Dev.

**CERTIFICATIONS**

CBC Industries Inc. / December 2017 – April 2019

**Digital Product Marketing Manager**

* Developed a comprehensive product strategy through a data driven approach that identified opportunities to optimize RIO within budget, which resulted in a 22% increase in website traffic and lead generation.
* Drove the implementation of programs and CRM software in support of the marketing strategy, business plans, and forecasts for assigned product lines while supporting the status of customer specifications for existing and future products.
* Lead products through scheduled releases aiding others to manage commitments and resources that resulted in the brand being featured in several industry blogs, videos, and magazines resulting in an engaged audience growth of 18%.

Bee Healthy Medical / November 2016 – December 2017

**Service Marketing Manager**

* Created marketing campaign strategies that focused on improving patients’ lives by identifying, developing and commercializing meaningful services and products that addressed unmet medical needs. Nominated and received Best in Town Advertising award for 2017.
* Led collaborative efforts cross-functionally with sales, clinical education, legal, and outside agencies to promote business and market growth across 8 locations within the South East Region.

Regus / May 2016 – November 2016

**Area Manager**

* Responsible for the smooth running of 3 centers across the South Carolina region while expanding client base 78% by delivering goal-surpassing results and ensuring client satisfaction.
* Coached and developed a team of 7 in an office environment through servant leadership, ensuring that the team had all the tools needed to succeed for any task during a shift resulting in improved customer retention by 35%.

Benco Dental Supply Co. / July 2013 – May 2016

**Senior Support Specialist**

* Supervise a direct team of 10 and an indirect team of 27, while supplying coaching to team members to help them excel in managing customer expectations during the customer support process.
* Resolved inbound customer support requests and escalations efficiently and effectively on any service channel (phone, case, email, chat, etc.) from both business and customers.
* Hit production targets while supporting a quality customer experience, exceeded call quality expectations by consistently averaging >97% and surpassed upsell goal by >30%.

Experience Continued