

STEPHANIE MONDEAU

Delivering Exceptional IT Project Management, User Experience and Digital Marketing Strategies

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PROFESSIONAL SKILL SET

- ✓ Agile Design
- ✓ Development Methodology
- ✓ Content Strategy
- ✓ Marketing Management
- ✓ Growth Strategy
- ✓ User Experience
- ✓ Process Development
- ✓ Product Design | Management
- ✓ ScrumMaster
- ✓ Risk Assessment
- ✓ Business Development
- ✓ Training & Development
- ✓ Digital Marketing
- ✓ Web & Campaign Analytics
- ✓ Process Improvement
- ✓ Budget Management
- ✓ Executive Communication
- ✓ Requirements Analysis

TECHNICAL COMPETENCIES

- ✓ Jira | Jira Service Desk
- ✓ Confluence
- ✓ Adobe Creative Cloud
- ✓ InVision | Axure
- ✓ HTML | CSS | ASP | SQL
- ✓ jQuery | JavaScript
- ✓ HubSpot | Active Campaign
- ✓ UX | UI | IxD
- ✓ MS Suite | MS Visual Studio
- ✓ WordPress
- ✓ Trello | Slack
- ✓ Google Analytics
- ✓ Adobe Marketing Cloud
- ✓ Social Media
- ✓ Kapost | Sprout Social

CAREER HIGHLIGHTS

- Expanded service offerings at OBS, increasing quality and developing services for marketing technology
- Operations linchpin, serving as Product and UX/UI Designer for a patient support and medication adherence software which won a Top 10 Innovations Award from AMCP and drove company growth by 150% within the year
- Successfully developed PMO and Product Design Departments, managing daily operations for OBS; also acted as Director during Diplomats IPO which surpassed expectations trading at \$2.00 more than anticipated (\$15.72 p/s)
- Skillfully created, staffed, developed, and managed the UX|UI department within IT for Diplomat, developing software to allow final steps towards an IPO encompassing an ERP component along with patient support and adherence.
- Effectively implemented strategies to increase performance in areas of Marketing, UX Design, and Software Development, providing training and deployment of Agile Methodologies

LEADERSHIP EXPERIENCE

Optimal Business Systems

2018 – Present

Lead Product/Software Designer

Key Accountabilities

- Responsible for providing galvanizing leadership to 15 direct report staff including Team Leads, UX/IxD Designers, Project Managers, QA and Business Analysts; handling project budgets of up to \$150K and sales agreements of \$250K+
- Relied upon for managing P&L, projects, process improvement initiatives, and quality assurance while developing teams and implementing strategies to increase business productivity with technology
- Serve as ScrumMaster for 6 geographically dispersed development teams, managing up to 32 developers with 6 Dev Leads as direct reports; creating organizational roadmaps and accurate forecast of resource and cost per project
- Proficiently develop PMO, Product Design Teams, Marketing Technology and QA processes, training team members in agile methodologies and adoption strategies
- Depended upon for the development of the annual OBS strategy, implementing changes that enabled the company to manage 9-12 projects at a time, an average of 4 times more than the original project capacity

Key Achievements

- Coordinate projects with various teams and implement processes to improve collaboration between stakeholders while managing pricing strategies, monitoring budgets/ROI with recent returns upwards of \$500K
- Lead a specialized unit in the development of new technologies, providing professional development coaching and growth opportunities to each member
- Recognized as company “Rock Star” for the continuous development of new technologies or enhancements driving revenue generation, managing multiple projects simultaneously, handling over 30 application deliverables at a time

Lake Trust Credit Union

2015 – 2018

Digital Coordinator**Key Highlights**

- Responsible for the complete redesign of company website and bank account application while onboarding and training Digital Marketing & Traditional Marketing Department members on agile methodologies
- Conceptualized and deployed initiatives to include Marketing Automation Tools and create Custom Modules in order improve process efficiencies, saving 14 man-hours per month. Managed multiple simultaneous email campaigns.
- Served as a liaison between key stakeholders to ensure smooth operations and project deadline adherence, collaborating daily departments such as business, software, development, infrastructure, and marketing

Diplomat Pharmacy

2010 – 2015

Manager – Digital Marketing | Marketing Operations

2013 – 2015

Key Highlights

- Resourcefully managed, created, and tracked over \$4MM in departmental annual budgets, handling production costs, resources, hardware/software, third parties/vendors and other variables
- Generated significant buzz around company's IPO, creating an effective marketing strategy and campaign that resulted in initial shares valued at \$2.00 over the expected amount
- Effectively established marketing PMO, improving performance and on-time project completion rate by 60% within a year (previous completion rate averaged 20%)
- Catalyst to having digital presence, introducing digital marketing strategies and deploying campaigns which expanded marketing channels used to capture audience while managing 12 direct reports and support personnel. Managed Diplomat and 6 subsidiary brands
- Established SEO and Information Architecture guidelines, increasing website traffic by 20% within a year
- Provided professional development coaching and agile methodologies training to staff members in order to make them eligible for promotions to Agile PMs and Certified Associate PMs within a short amount of time

UX/UI Manager

2010 – 2013

Key Highlights

- Responsible for all user experience ops, managing up to 8 Devs/UX and serving as ScrumMaster/Product Designer
- Created an entire UX|UI department, developing solutions to complex issues which resulted in over \$15MM in sales from contracts generated with retail pharmacies, government agencies, and other parties

PRIOR EMPLOYMENT

Graphic Designer/Programmer – Spud Software (2006-2010)

EDUCATION

Bachelor of Business in Graphic Communication – Minor in Web Design

Baker College

Professional Trainings Completed

ITIL | HubSpot Design and Development | Cultural Diversity | Inbound Marketing and Marketing Automation
 Team Leadership, Team Building, and People Development | Quantitative Team Performance Reviews
 SMART Goals | Adobe Technologies | Content Strategy & Content Building | W3C HTML – Certified

AWARDS & RECOGNITIONS

GDUSA AIDA Award in recognition for excellent Project Management and WP Development
 Top 10 Innovation Award for conceptualizing a revolutionary product (eNav) – AMCP

COMMUNITY OUTREACH

Django Girls – Speaker on a variety of topics related to the technical industry (2018-Present) | **Celiac Disease Support Agent** – Mentors newly diagnosed Celiac Disease patients (2014-Present) | **St. Luke New Life Center** - Development of eCommerce site enabling employment of recently liberated convict women attain a self-sufficient lifestyle (2013-2015)