

Jennifer Acklen

Senior Technology Manager
Program/Project Management
Technology Strategy



704-277-9789



jennifer.acklen@gmail.com



Roswell, GA



PERSONAL PROFILE

I excel in transforming the abstract and complex into measurable, repeatable reality -- in fast-paced startups as well as highly regulated enterprises. I thoroughly enjoy bridging the business & technology worlds, and I do not hesitate to dive into the weeds to fully understand & resolve challenges.



SKILLS & ATTRIBUTES

- 13+ years technology program & project management, including 7+ years direct resource management, external vendor management
- 6+ years hands-on programming (Java, Oracle, SQL, etc)
- Transformed large portfolios from Waterfall to Agile; coached PM's into Scrum Masters, business partners into Product Owners, facilitated cross-program Scrum of Scrums



RECOMMENDATIONS

Jennifer "...is a bright and energetic manager with great foresight and experience"

"...has that rare combination of talent, ambition, and interpersonal skills that make her one of the most competent and successful people I have ever worked with"

"...looks out for her fellow teammates"

"...able to understand the technical details of a large and complex technical environment - while still being able to set and execute on broad strategic direction for the multiple delivery teams"



WORK HIGHLIGHTS

2016-2019 **Cybersecurity Startup** 'Gyomo'. Fractional COO: Responsible for product roadmap, forecasts, reporting, support for seed-round fundraising and customer acquisition. Participated in FinTech & Cybersecurity StartupBootcamp in Amsterdam, NL.

2006-2016 Financial Services, Senior Technology Manager

- Managed day-to-day activities and staffing decisions for multiple teams of program & project managers. Responsible for over **\$80M annual initiative budget** at Bank of America.
- Partnered with business, tech execs, and architecture to develop multi-year **strategic plans**, and responsible for execution of those plans, for multiple portfolios.
- Responsible for both traditional business-aligned projects (AML, Sanctions, Online Banking, etc) as well as "non-traditional" cross-business & tech efforts: MRA/MRIA's, Consent Orders, **Enterprise Data Management**, Architecture Strategy, significant re-org of 2k+ member business-aligned tech teams into SaaS model, etc.
- Internally recruited multiple times as "**fixer**". Remediated bottleneck projects, which allowed Countrywide integration efforts to remain on-target. Transformed problematic portfolio (\$20M) with prior 20%+ over-spend and delays into predictable, on-time deployments with <1% budget variance.
- Served as **Product Owner** and **Data Steward** for FRY 14 Q&M as Reporting & Governance Manager.
- Transformed **Investment Banking** deal pipeline reporting from manual to automated MicroStrategy BI solution.

2000-2006 **Software Engineer, Professional Services**. Established and managed **startup** company's co-op program. Consultant to train Chick-fil-A on Object-Oriented programming; Jython/Java automation for travel industry, and Data Analyst/Java developer transitioning companies and governments from mainframe to Oracle/Java web apps, using Data-Driven Design and Rational Models.



EDUCATION & CERTIFICATIONS

Georgia Institute of Technology B. S. Industrial & Systems Engineering. Graduated with Highest Honor, August 2000. Internships with Disney Cruise Line, The Coca-Cola Company, Southern Company.

Certified ScrumMaster (CSM) Scrum Alliance, lapsed, #384806. Professional Scrum Master (PSM I), Scrum.org, January 2024.