**Justine Buddie** Product Owner | Agile & Kanban Leader | IT Infrastructure & Security

 BA Computer Science – University at Albany – 2015 – Magna Cum Laude

 Remote, NY

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**Experience**

 **Sr. Product Owner – IT Operations, Network and Information Security**  ** Promega ** Oct. 2023 – Present

Promega Corporation, headquartered in Madison, Wisconsin, is a leading manufacturer dedicated to improving life worldwide through scientific progress. Their mission centers around providing innovative biological tools and integrated systems for research and applied technology. They offer a comprehensive product portfolio of over 4,000 products.

* Established first dedicated Product Owner role at Promega, driving agile adoption and influencing the hiring of additional Product Owners.
* Serve as strategic PO across multiple functional domains including Infrastructure (Network, Cloud, End User Computing, Phone), Information Security, and Service Desk/Deskside (SDS); currently supporting Custom and Enterprise Apps teams (including M365) covering a temporary leave of absence.
* Lead intake, triage, and prioritization of complex technical initiatives spanning operational risk, security posture, infrastructure modernization, and productivity tooling.
* Achieved a 33% reduction in Jira backlog volume by restructuring board usage, streamlining intake, and removing redundancy across project layers.
* Spearheaded the transition from Scrum to Kanban for multiple teams, designing standardized workflows, screens, and boards tailored to operational flow and capacity planning.
* Partner with leadership, architecture, engineering, and business stakeholders to deliver quarterly strategic roadmaps, enabling portfolio-level planning and cross-team coordination.
* Designed and implemented centralized PO dashboards and metrics reporting to increase visibility into delivery pipelines, blockers, and throughput trends.
* Facilitate Big Room Planning and replenishment meetings, enabling outcome-based prioritization and cross-functional alignment with enterprise goals.
* Serve as a Jira and Agile coach, training technical leads and business partners in backlog management, Kanban practices, and metrics interpretation (lead time, WIP, cycle time) to support self-service reporting and better cross-functional collaboration.

 **Product Owner – Operations & Security Services**  **** Center for Internet Security  **** Nov. 2022 – Oct. 2023

CIS (Center for Internet Security) is the trusted guide to confidence in the connected world. The Operations and Security Services (OSS) division provides cybersecurity products and services to more than 14,000 State, Local, Tribal, and Territorial (SLTT) organizations across the U.S.

* Joined OSS team as the second Product Owner and took over the management of Albert Network Monitoring, Managed Security Services (Accenture), Email Protection Service (DuoCircle) and Cyber Threat Intelligence Sharing (Cyware)
* Collaborated with our Agile Office to build out a Kanban style task management system in Jira for Email Protection Service and kick off Kanban ceremonies
* Created a Product Management space in Confluence to help supply structure and a home for documentation around product strategies, roadmaps, metrics, contacts, processes (current and recommended process improvements) as well as learning tracks for new hires

 **Product Owner/ Product Manager – Optimus**  **** Center for Internet Security  **** Jan. 2022 - Nov. 2022

CIS engineering researches, designs, implements, and maintains cybersecurity best practice tools and services. Optimus manages developer-facing automation tooling, including an externally facing API. The team is fully remote and operates successfully across time zones. By combining research, data, experimentation, and continuous deployments we discover needs and solve fundamental problems that impact cybersecurity for organizations around the world.

* Awarded Spot Achievement Recognition for writing one of the first “6-pager” product strategies for Security Best Practices division. The strategy is a living document written for Optimus 2022-23 based on *AWS Working Backwards* “6-page” narrative methodology
* Transitioned Optimus API from a prototype released April 2021 to a production tool April 2022
* Hosted the first Quarterly Optimus Stakeholder Review. This initial review offered an introduction to the tooling, the engineers behind it and the near-term roadmap for Q2. Consecutive reviews provide ongoing updates for internal stakeholders as well as invites their input and feedback
* Created product usage metrics dashboard for internal stakeholders and created product performance dashboards to assist with monitoring performed by the product team
* Lead Optimus Customer Discovery initiative to connect with cybersecurity product vendors as well as build partnerships and create meaningful customer references
* Took insights from customer discovery to create customer profiles. Then utilized new customer profiles to create up to date value propositions to drive feature prioritization, and construct an updated product vision around Day-1 content delivery
* Coordinated first production vendor software API integration by collaborating with the customer, sales account management and member success teams
* Increase overall API usage by 80% (metric criteria is total successful request count) between Q1 and Q3 2022
* Lead CIS in delivery of Optimus feature enhancements, technical debt cleanup, improvements to technical documentation, user onboarding, product support and communications
* Product Owner and community leader for an open-source language OVAL (Open Vulnerability Assessment Language)
* **Senior QA Software Engineer ** Center for Internet Security **** Oct. 2021 - Dec. 2021
* Involved in the launch of three separate CIS products as sole QA engineer
* Designed and executed an end-to-end test suite using Geb browser automation for CSAT web application
* Responsible for between 10 and 20 test environments at any given time for testing automation content with assessor tooling. Worked with cloud compliance group to protect and backup data for any required persistent images
* Worked with CSAT development team to validate security framework mapping back to CIS Critical Security Controls (NIST for example)
* Created permissions test via Postman to manipulate and mock user roles to evaluate access
* Performed data validation for CSAT Neo4j database
* Collaborated with the team in hiring, onboarding, and mentoring a full-time quality engineer for CSAT to shift focus to the Optimus SecureSuite API launch
* Developed and maintained Postman collections for Optimus API testing and user demonstrations
* Created and maintained PowerShell scripts for load testing Optimus API request capacity
* Created sample PowerShell scripts and commands for onboarding end users
* Worked across engineering teams to reduce redundant effort creating local test environments within VMware workstation. Shifted environments into AWS EC2 and VMWare vSphere where each were more easily accessible
* Proactively monitored code coverage alongside developers to increase coverage over time from 60% to a minimum of 85% using tools such as CodeNarc or Jacoco
* **Quality Assurance Software Engineer** Center for Internet Security  Jun. 2019 - Sep. 2021
* Collaborated directly with developers to launch Optimus Transform system that takes Security Best Practices and translates them into machine-readable formats that can be input into system configuration assessment tooling
* Created a regression suite that includes exportable Benchmarks covering the transformations of each technology available (Windows, Linux, MacOS) maintaining 80% or above test coverage
* Lead Unified Process creation for automation assessment content (AAC) development where I shadowed each team member and interviewed each to identify gaps or duplication of efforts across teams when producing AAC
* Collaborated across teams to build a cross-platform end to end test suite using AWS services such as CloudFormation, EC2, and S3 to reduce often duplicated manual test efforts. The test suite takes an export of a security Benchmark from Workbench that processed via Optimus and consumed by CIS-CAT Assessor, launches the appropriate EC2 instance and runs an assessment returning the results in S3 to identify if the EC2 consistently meets the security recommendations within the exported Benchmark or if the tooling has any failures
* Work directly with developers to launch the first release of CSAT v1.0.0 (Controls Self-Assessment Tool)
* Join subcommittee to create a tool that can input Jira data for each engineering team and present AGILE performance metrics for both Scrum and Kanban workflows called WADE
* Drive cross-team adoption of WADE by reviewing existing workflows and connecting with the WADE system as well as onboarding team members
* **Senior Solutions Development Analyst**  Ascension Technology Oct. 2017 - Jun. 2019

Ascension Technology offers information technology services to hospitals nationally. I spent time on the application support focused team. With a primary focus on improving products and services for our hard-working healthcare workers, we offered advanced analytics, optimized existing software, stood up new tools, produced compelling new data extracts, and lead regulatory based application projects.

* Drove work to migrate all Meditech outbound ADT HL7 interfaces to an Ascension interface engine reducing maintenance fees and eliminating the need for any additional feeds costing between $10,000-30,000 each
* Assisted with hiring and training inexperienced staff members at various levels
* Lead product implementations and upgrades; the Meditech and 340B Program integration resulted in a projected savings of $2 million in the first year
* Participated in and collaborated with various communities to facilitate positive change, such as the Change Agent Community and Circle of Champions
* **Solutions Development Analyst**  Ascension Technology Jun. 2016 - Sep. 2017
* Designed and put into effect a new analyst on duty and off hours on call rotation for the team's application support coverage promoting high reliability
* As local SharePoint administrator, a redesign of St. Mary's Intranet resulted in a 100% increase in user traffic
* Reduced provider transcribing cost by an estimated $40,000 in the first quarter by transitioning providers onto Dragon dictation, scaling back the number of physician reports available for transcription
* Co-designed a Meditech specific intake tool for Service Now that cut hourly service cost by automatically generating tickets to the correct team based on custom input fields
* **Solutions Development Associate**  Ascension Technology Aug. 2015 - May. 2016
* Provided application support by independently resolving end user or project issues
* Built excel solutions to reduce cost needed for applications in lab, pharmacy, and endoscopy
* Lead Lexicomp integration to help the hospital meet Meaningful Use Stage 2 requirements
* **Information Services Intern**  Ascension Technology Jun. 2015 – Aug. 2015
* Shadowed analysts to learn about projects as well as incident and task resolution
* Performed EHR testing
* Created end user education for system changes
* **Certified Pharmacy Technician**  Rite Aid Pharmacy Feb. 2013 – Jan. 2016
* Performed data entry and dispensed medications for an average of 500 prescriptions per day while providing quality customer service
* Collaborated with providers as well as insurance companies to resolve prescription billing issues

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| **Certifications** *Dec. 2021* **ISTQB Certified Tester, Foundation***Mar. 2021* **AWS SysOps Administrator** **– Assoc.** *Mar. 2021* **AWS Solutions Architect** **– Assoc**.*May 2020* **AWS Developer – Assoc.***Sep. 2019* **KMP-II Kanban Management Prof.**  | **Strengths**Communication and integrityWork well under pressureFlexible and resilientProblem SolverBias for actionCollaborative |

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| **Professional Competencies**Agile Frameworks (Scrum & Kanban)Process ManagementWorkflow OptimizationBusiness Model DesignValue Proposition DevelopmentEngineering CollaborationTest & Bug Tracking ManagementSoftware Development Life Cycle (SDLC)Defect Life Cycle ManagementRefactoring & Continuous Improvement | **Technical Skills & Tools****AWS Serverless Architecture****REST API Design & Testing****Git, GitLab CI****Groovy, Python****Jupyter Notebook****HTML, CSS, Web Browsers****Selenium, Geb, Spock Automation****SQL Report Writing****Atlassian Cloud (Jira & Confluence)** |