**ANGIE WARD**
Smoke Rise, GA 30087
501-314-9702 | angieward501@gmail.com

**PROFESSIONAL SUMMARY**

Collaborative change leader with expertise in bridging technical processes and process improvement throughout the software and process development lifecycle. Skilled in user experience enhancement, cross-functional team mentorship, and driving operational excellence.

**EDUCATION**

**Bachelor of Arts: Integrative Studies**
*Expected June 2025*
Georgia Gwinnett College – Lawrenceville, GA

**Associate of Arts: Business Administration**
*June 2015*
University of Central Arkansas – Conway, AR

**SKILLS**

**Technical Tools & Platforms**

* ServiceNow, JIRA, Toad, UltraEdit, FileZilla, LDAP/LAN, FTP/SFTP, Zendesk
* Amazon AWS, SaaS, cPanel, Plesk, InterWorx, Vbulletin, WordPress, Joomla, Apache, MySQL

**CRM & Analytics**

* Oracle Sales Cloud, Salesforce, Advisr, Audience Platform, Highspot, XGLinear
* Tableau, Oracle BI, Power BI, Zoho, Jet Reports, R Studio, Java

**Marketing & Productivity**

* Mailchimp, Google Analytics, SEO, Constant Contact, AudienceIQ, Meta Ads Manager
* Microsoft Office Suite, SharePoint, Taleo, Workday, ADP Workforce

**Core Competencies**

* Process Planning, Design, and Development
* Quality Assurance, UAT, Testing, User Stories, Use Cases
* Team Management and Performance Review

**CERTIFICATIONS**

* Google Project Management Certification (February 2023)
* Google Data Analytics Certification (October 2022)
* Google AWS Specialization (September 2021)
* Google IT Support Professional Certification (August 2020)

**PROFESSIONAL EXPERIENCE**

**Senior Engineer | Team Leader**
*November 2018 – Present*
**Cox Media – Atlanta, GA**

* Provide front-end application support, configuration, integration, testing, and performance tuning.
* Collaborate with architecture, product, sales operations, and quality teams to deliver application implementation solutions.
* Develop and execute testing plans, user stories, and use cases.
* Prioritize sourcing projects aligned with SLAs, business needs, and process improvements.
* Deliver data-driven reports and actionable recommendations to leadership.
* Collaborate with analytics teams to gather user requirements and integrate insights into business decisions.
* Manage a backlog of new features and enhancements, prioritizing based on business value.
* Mentor junior engineers to elevate team capabilities.
* Key Achievement: Designed and implemented an order entry improvement system, reducing manual errors by 50% and billing errors by 25%.

**Senior Data Delivery Analyst/Customer MDM**
*September 2009 – November 2018*
**Acxiom/LiveRamp – Conway, AR**

* Led data management team in an agile IT environment, driving development and change.
* Directed data mapping, process migration, and capability roadmap development.
* Designed and tested user experiences, streamlined processes, and customized reports.
* Collaborated with clients to deliver clean, market-ready data.
* Spearheaded a unit-wide project that optimized 45 primary customer accounts, lifting SLAs to 100%, saving $75K annually.

**ACCOMPLISHMENTS**

* **Board Member & Social Media Manager**, Main Street Theatre (2023–2024)
* **Toastmasters International**, Member (August 2009 – Present)
* **Judge**, International Peace Pals Art Exhibition (2010 – Present)
* **Big Sister**, Big Sisters Program (2017 – 2019)