MARK G. ROBERTS-DONOVAN

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**CERTIFICATIONS**

Certified Scrum Product Owner

**SOFTWARE EXPERIENCE**

* Salesforce
* Microsoft Visual Studios
* Virpack
* Netox
* NYLX
* SQL
* Jira
* Confluence
* Azure Dev Ops
* AWS
* Microsoft Office Suite
* Adobe Photoshop
* Configure Hardware
* ERP

**EDUCATION**

Worcester State College, BS 2005

**Quest Software**

**Certified Scrum Product Owner** *May 2017 – April 2023*

**Summary**: Ownership and Management of all stages of software development in an internal <> external role in order to deliver actionable and financially desirable features in a fast-paced and competitive environment.

* Outward-facing strategic collaboration with prospective and current clients and users, including proactive anticipation of needs to maximize efficient and cost-effective achievement of product requirements
* Creation and ownership of product road maps & project plans to add increased market value to managed products
* Manage product backlog and prioritize features and bugs and constantly changing requirements as a part of a dynamic, fast-paced environment
* Develop compelling and robust user stories that create desired value to ensure customer satisfaction and re-engagement conversion year on year
* Full-stack concierge monitoring and evaluation of product progress targeted at ensuring achievement or over-achievement of stated timelines and goals, liaise with internal product teams, clients, and ultimate end-users to deliver premium results at or under budget
* Organize and manage Scrum meetings and product sprints to ensure coordination between all stake-holders and the development team.
* Tracked Customer Support issues and sales figures through Salesforce.
* Organized backlog and wrote user stories using Azure DevOps.
* UI/UX wireframing using Balsamiq3.

**Mortgage Master**

**Loan Officer Assistant** *December 2016 – May 2017*

**Summary:** Supported the office manager and loan officers by purchasing office supplies, troubleshooting machinery, contacting customers, and gathering required documents.

* Gathered, organized, and analyzed mortgage loan documents in collaboration with loan officers to ensure accuracy and organization
* Managed preapproval and verification through underwriting software Virpack, Netox, and NYLX
* Full-stack ownership of detailed, federally regulated confidential loan application and disclosure reports
* Project manager liaison between internal and external stakeholders to ensure customer satisfaction

**Dentsply**

**Order Management Analyst** *May 2012 – Nov 2016*

**Summary**: Ownership and management of sales and customer data analysis team to ensure overarching improvement of accuracy and alignment with regulatory and federal guidelines for internal and external parties.

* Over tenure, improved reporting accuracy of customer accounts, achieving 99% ongoing accuracy within one year including leading research and purchase data collection and analysis, and created a trusted partnership with upper management to markedly improve and ensure accuracy on an ongoing basis
* Ownership of complex, federally regulated compliance records over the course of shift to Affordable Care Act in a dynamic and swiftly changing marketplace
* Strategic owner of leadership in internal <> external stakeholder relations to guarantee account accuracy, including District and Regional Sales, Finance Managers, and various, non-co-located, off-site teams
* Designed and oversaw new hire onboarding and training to ensure efficiency, accuracy, and alignment with corporate standards and objectives. Concierge management and oversight/troubleshooting support for dynamic, fast-paced sales teams with shifting needs
* From 2012 to 2015 acted as the sole employee responsible for overseeing and processing all returns for North America; receiving, sorting, inspecting, researching, and placing roughly $25M returned product back into inventory
* Designed and managed ongoing financial modeling efforts to ensure the sales team had accurate financial targets
* Used Salesforce as a customer service order management tool

**AMC Theatres**

**Facilities Maintenance Manager** *March 2008 – June 2011*

**Summary**: Strategic front-line leader of facilities and operations for a 350,000 SF entertainment facility as part of a multinational conglomerate entertainment branch. Responsible for ongoing management and improvement.

* Ongoing management of a team of three full time employees to provide full-stack facilities and operational management to a multi-national conglomerate entertainment branch
* Ownership and management of 24/7 facilities supported commercial building which housed 19 entertainment areas with 5M patrons per year, including management of both infrastructure and retail spaces
* Project management of internal <> external relationships with landlord and building tenants to ensure proper upkeep of facility
* Management and coordination of complex, multi-faceted business relationships, including: external vendors, service providers, tradespeople, internal team, and retail tenants
* Ownership of appropriate, cost-effective, procurement of consumer goods, building supplies, and operations equipment.
* Established procedures for disposal of hazardous materials, implemented protocol to ensure that the building was compliant with all State fire codes, and regularly troubleshooted and calibrated machinery

**Verisign**

**Facilities Assistant** *March 2007 – March 2008*

**Summary:** Assisted the Facilities Manager with the post M&A office transfer of MQube from Holliston, MA to Watertown, MA, while also managing light IT work and various office repairs.

* Bespoke position created to ensure post-M&A success following the $250M acquisition of MQube by Verisign
* Dismantled and reassembled office hardware to ensure that two offices could comfortably fit within one office
* Responsibilities included IT management both pre-and post-M&A for internal team and stakeholders, product testing and compliance accountability, and overarching site security during transition