

Angelica Chambers, MBA

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PROFESSIONAL SUMMARY

15 years in managing large-scale technology implementations, migrations, and product lifecycles. I have held dual roles in both project and product management, driving the development of innovative products while ensuring the successful delivery of complex IT projects. Proven ability to collaborate with cross-functional teams, create strategic roadmaps, and deliver customer-centric solutions that align with business objectives. Strong expertise in Agile methodologies, stakeholder management, and data-driven decision-making.

EDUCATION

Master of Business Administration (MBA) - with a focus in Project Management

Colorado Technical University 2009-2014 *Graduated*

KEY SKILLS

- **Product Lifecycle Management:** Extensive experience managing end-to-end product development from concept to delivery.
- **Project Management Excellence:** Proficient in Waterfall, Agile, Scrum, and hybrid methodologies, delivering projects on time and within scope.
- **Dual Role Expertise:** Skilled in balancing project management tasks with product management responsibilities, ensuring alignment across teams.
- **Cross-Functional Leadership:** Lead engineering, design, QA, and operations teams to execute product and project goals seamlessly.
- **Stakeholder & Vendor Management:** Proficient in building relationships with stakeholders, managing vendors, and ensuring alignment between technical and business teams.
- **Strategic Product Roadmapping:** Ability to develop and maintain product roadmaps that reflect user feedback, market needs, and company priorities.
- **Data-Driven Decision Making:** Use analytics and customer insights to prioritize product features, improve user experience, and track key metrics.

PROFESSIONAL EXPERIENCE

ADT Security Services LLC, Remote

Senior Telecom Program Manager / Product Owner | June 2022 – Present

- Manage dual responsibilities as both a Project Manager and Product Owner for the implementation of AI-driven contact center platforms, overseeing all stages of product development and deployment while ensuring the successful delivery of the project.
- Develop product roadmaps, prioritize features based on user needs, and collaborate with engineering and design teams to refine product specifications.
- Lead sprint planning sessions and backlog refinement as a Product Owner, while also managing overall project timelines, budgets, and risk mitigation as a Project Manager.

- Deliver key product features that enhance customer experience, support operational goals, and align with business priorities.

Glotel, Remote

Contract Executive Project Leader / Product Strategy Lead | March 2022 – June 2022

- Balanced dual responsibilities, establishing a PMO while developing and implementing product strategies for new internal project management tools on a short-term contract.
- Created product roadmaps and engaged with stakeholders to align product development efforts with business goals.
- Managed both project execution and product design processes, ensuring that project management methodologies supported the successful development and implementation of new tools.

HealthAxis, Remote

Senior Project Manager / Scrum Master | August 2021 – March 2022

- Managed the development and release of a SaaS-based claims system, applying Agile methodologies to ensure timely and efficient project delivery.
- Facilitated daily stand-ups, sprint planning, and retrospectives, ensuring the Scrum team remained aligned and focused on project goals.
- Collaborated with stakeholders to refine and prioritize the product backlog, balancing business needs and customer feedback to ensure the delivery of high-value features.
- Acted as a key liaison between technical teams and business stakeholders, managing communication and ensuring alignment on project timelines, dependencies, and expectations.

Ritz-Carlton Yacht Collection, Hybrid (Miami)

Senior Project Manager / Product Manager | May 2019 – August 2021

- Oversaw both product development and project execution for 32 business applications deployed across a new luxury yacht build.
- Developed detailed product strategies for IT systems, leading the cross-functional teams responsible for feature development, deployment, and testing.
- Successfully balanced product roadmapping with managing the technical deployment of applications, ensuring all product features aligned with the overall business vision.

Apprise Consulting Solutions LLC, Remote

Senior Project Manager / Product Manager (Consultant) | December 2015 – May 2019

- Led dual project and product management efforts for multiple clients, developing product strategies, roadmaps, and leading product development teams.
- Provided consulting services for product optimization and project management methodologies, helping clients streamline operations and launch successful products.
- Conducted product audits and advised on product enhancements, improving user satisfaction and business outcomes for clients across various industries.

Level 3 Communications, Broomfield, CO

Technical Project Manager III | July 2014 – December 2015

- Led a nationwide audit of colocation environments, managing the project lifecycle from planning through execution, ensuring compliance with space and power usage standards.
- Oversaw a team of six contract auditors, coordinating audit schedules, managing travel logistics, and ensuring accurate and timely data collection.
- Developed detailed audit reports and presented findings to senior management, providing insights and recommendations for improving space and power efficiency.
- Worked cross-functionally with internal teams and colocation providers, ensuring smooth communication and resolving any project roadblocks.

ADT Security Services LLC, Aurora, CO

Team Manager / Special Projects | October 2007 – July 2014

- Managed a team of technical support representatives, overseeing daily operations and ensuring high-quality service delivery to field technicians.
- Conducted performance evaluations, provided coaching and feedback, and developed training programs to improve team skills and productivity.
- Led initiatives to enhance team performance by implementing key performance indicators (KPIs) and introducing new troubleshooting procedures.
- Acted as a key escalation point for complex technical issues, resolving them quickly and ensuring minimal disruption to customer service levels.
- Actively participated in recruitment, onboarding, and team development, ensuring the team was well-equipped to meet operational goals.
- Drove change management efforts during system and policy updates, ensuring seamless adoption by the team with minimal impact on service quality.