

# JENNIFER LYN PARSONS

ENGINEERING MANAGER

[linkedin.com/in/jenniferlynparsons](https://www.linkedin.com/in/jenniferlynparsons)  
[github.com/jenniferlynparsons](https://github.com/jenniferlynparsons)

[jenniferlynparsons@gmail.com](mailto:jenniferlynparsons@gmail.com)  
[aquantityofstuff.com](http://aquantityofstuff.com)

## SUMMARY

Software engineer, team lead, and manager with over 14 years of experience, focused on frontend, accessibility and humane technology.

My goal as an engineering manager is to empower those that report to me, enabling them to grow as technical experts and leaders.

## STRENGTHS

### LEADERSHIP

Solid experience in leading and growing teams, managing engineers, and empowering reports

### TECHNICAL EXPERTISE

Skilled in full-stack web-based application development, unit and end-to-end testing, and accessibility

### COMMUNICATION

Proficient in fostering clear communication with clients, team representatives, and across different practices

### REMOTE EXPERIENCE

Thrives in the remote work environment and have led distributed teams for over 10 years

### HIGH TRUST

Cleared background investigations and basic cybersecurity and anti-terrorism training to work on government projects that require a high level of Public Trust

## TRUSS | Multiple roles | 2020 - Present

In multiple roles, I led and grew distributed teams and managed engineers building full-stack web-based applications for clients in the civic and government spaces.

### TEAM LEAD & ENGINEERING MANAGER | June 2022 - Present

#### Team lead experience

- Transformed a struggling cross-functional team of 12 into the highest functioning team at the company, meeting sprint goals consistently within 4 months of joining the team
- Coached other teams through interpersonal challenges, helping them build trust which leading to process changes and stronger communication
- Collaborated with Practice Lead to develop processes to improve communication across a 5-team project, creating a culture that reduced team siloing and encouraged knowledge and process sharing
- Created a team culture of psychological safety that empowered all voices, leading to 2 engineers' promotion to Senior roles

#### Management experience

- Empowered career development for 6 reports by targeting opportunities for growth and then tracking reports' successes over time via check-ins with report's team lead as well as 1:1 conversations and report's self-documentation
- Supported direct reports through challenging personal situations by crafting a triage plan in collaboration with the report that established expectations around communication, workload, and timelines. This enabled the reports to remain successful, engaged contributors for the duration of their crises.
- Coached direct reports through PIP plans, including establishing a template for working agreements, creating a timeline for improvement in collaboration with practice leadership and HR, providing candid, clear feedback, and supporting the completion of goals to bring the reports in alignment with expectations
- Worked with senior management, practice director, and HR to improve manager processes and expectations across the company by providing candid feedback, creating templates and tools for managers, and driving conversations and suggesting solutions around pain points.

### SENIOR SOFTWARE ENGINEER | March 2022 - June 2022

### SOFTWARE ENGINEER III | November 2020 - March 2022

- Led feature work including discovery, writing user stories, coordinating with Product, Design, and Delivery as well as interfacing with clients
- Helped team to improve unit and end-to-end testing across the frontend, increasing code coverage by 40%
- Facilitated meetings and discussion around various processes
- Presented internal talks on pair programming, mentoring, and other topics
- Mentored jr engineers, helping define knowledge gaps & develop projects to grow their skills

## LUNA STATION QUARTERLY | Publisher & Editor-In-Chief | 2010 - Present

I am a hands-on leader for this award-winning publication

- Hired and managed remote staff of over 15 editors including assigning story submissions, planning and running staff meetings, onboarding new editors, and writing documentation
- Sourced and manage support tools for newsletters, social media and story submission management, leading to growth of readership and Patreon supporters
- Handled all web development responsibilities for the magazine and submission websites
- Created all cover designs, book layouts and digital editions for each quarterly publication

## EXPERTISE

### SOME OF MY TOOLSET

- JavaScript/TypeScript
- CSS
- HTML
- React/GraphQL
- Tailwind
- Astro
- React Testing Library
- Enzyme

### PROFESSIONAL INTERESTS

- Empowering engineers to do their best work
- Accessibility advocacy
- User advocacy
- Mentorship
- Documentation
- Humane Technology
- Best Practices

### OTHER GENERAL SKILLS

- Self Starter
- Passionate learner & mentor
- Good design eye
- Seasoned remote worker

### MISCELLANY

I find joy in baseball, tea, video games, comics books, discovering music new and old, and making analog things.

### LAB ZERO INNOVATIONS | Software Engineer | 2017 - 2020

I worked on small teams at this digital consultancy providing full product development, from design to code in an Agile package.

- Created applications in React, GraphQL & Typescript and Rails for Fortune 10 clients.
- Refactored front-end custom CSS/Sass frameworks, ensured full unit and integration test coverage and improved user experience and accessibility on client sites.
- Presented technical talks on Accessibility and Xpath.
- Helped establish internal best practices and preferred toolsets.

### SOORYEN TECHNOLOGIES | Sr Frontend Developer | 2014 - 2017

At this consultancy, I implemented new workflows and technologies, improved team efficiency, mentored junior developers, and presented internal tech talks.

- Senior Developer on mobile sites for the 1800Flowers brands, increasing conversion rates, maintaining and improving existing codebase, and implementing new features.
- Architect and Tech Lead for Web Payments API and Google AMP implementation projects.
- Tech Lead and Project Manager for Bloomreach partnership, serving top 100 ecommerce merchants, improving search and conversion.

### BRIMAR INDUSTRIES | Web Designer/Developer | 2010 - 2014

I designed and built user interfaces for the company's various e-commerce sites and blogs.

- UI/UX design
- HTML, CSS, JQuery and PHP
- Cross-browser testing and debugging
- HTML email design and development

### RAYOGRAM | Web Production Assistant | 2010

At this boutique web agency I assisted in all aspects of site development, from templates creation to photo preparation for government and commercial clients. This was a partly remote position.

- Drupal template creation, module installation and configuration
- CSS and PHP coding

### BERNARD HODES GROUP | Regional Studio Manager | 2005-2009

In this position, I oversaw the North East Regional Print Production Studio, consisting of a small, dedicated team of production artists serving various sales reps across the region.

- Hired, trained, and managed staff of production artists
- Collaborated with various sales reps across the region to organize ad copy and observe publication deadlines
- Produced highly detailed results on strict deadlines

### THE PRINCETON PACKET GROUP | Pre-Press Manager | 1998-2005

I was promoted from data entry up through Pre-Press Manager roles at this community newspaper group

- Managed team of 7 production designers and pre-press personnel
- Organized ad copy and production deadlines for 19 weekly publications
- Maintained production equipment and developed new processes and techniques to adapt to emerging technologies