

KATY SOLE

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Accomplished servant leader with experience coaching multiple high performing teams to consistently deliver quality customer centric experiences. Highly motivated, detail oriented, outcome focused, with a proven passion for teamwork and excellence.

PROFESSIONAL EXPERIENCE

Hagerty, Director of Agile Portfolio Operations // Current

Execute the strategic vision of the organization by planning and delivering Enterprise Technology Solutions through effective management of the Technology Portfolio. Collaborate with Product Managers, Designers, Technologists and Business Operations stakeholders to deliver best-in-class Products and successful Projects. Leverage leadership, coaching and facilitation skills to effectively guide and support a team of high performing Agile Program Managers, IT Project Managers and Scrum Masters.

Hagerty, Technical Program Director // August - December 2022

Ensured effective coordination, understanding and collaboration between Internal Audit and Technology Teams, helping to strengthen internal controls, mitigate risks and drive organizational excellence.

Circulo Health, Senior Agile Project Manager // February - August 2022

Implemented, scaled and facilitated scrum practices and behaviors across multiple product teams with a focus on fostering a strong spirit of cross functional communication and collaboration. Introduced lean portfolio concepts and utilized agile techniques to help build product backlogs, prioritize experiments and make decisions. Coached my product and engineering peers on maturing the processes that optimize the flow of value and leverage the iterative feedback loop for validated learning. Demonstrated an agile mindset through my words and actions to help our organization meet our goals with transparency and tenacity. Led teams to deliver exceptional person centric products within our unique health model.

Hagerty, Director of Digital Innovation & Technology Operations // 2022

Determined effectiveness and led administrative systems that guided day-to-day operations in our various Innovation and Technology Departments. Created systems that helped leaders make the most of limited resources. Ensured information arrived at the right point in the decision-making process, and that follow-up happened. Collaborated with business stakeholders and cultivated relationships that demonstrated commitment to their success. Served as air traffic controller for the Chief Strategy Officer and Senior Product & Technology Team – facilitating, communicating and truth-telling as needed to achieve goals. Acted as a confidant without an organizational agenda. Liaised with Accounting & Finance for all enterprise-wide budgeting, CAPEX tracking, hardware, software and other IT related purchases. Worked with Human Resources to recruit, hire and onboard team members. Worked with Portfolio Management to help develop reports and plans to show investment strategy, objectives and key results.

Hagerty, Release Train Engineer // 2020 - 2022

Led an Agile Release Train of 12 development teams with a global delivery model (on shore/offshore/near shore) to create innovative solutions and exceptional customer experiences, including via Native Mobile Applications. Facilitated Program Increment Planning on a quarterly cadence with daily program management and a focus on driving relentless improvement. Effectively managed multiple priorities and performed well under pressure in a fast-paced, rapidly changing environment. Collaborated with Product Teams to shape, design and groom features and measure OKRs. Enforced consistency and standardized basic processes across different teams to drive improvements while encouraging self-organization at the team level to foster ownership, creativity, maturity and pride.

Hagerty, Senior Scrum Master // 2018 - 2020

Coached multiple teams to operate within the agile framework and mature their scrum principles to optimize the delivery of value. Identified and resolved team impediments and anti-patterns through facilitation and process adoption. Facilitated agile ceremonies to support productivity, organization and relentless improvement. Provided lateral coaching to Product Managers to enhance operational agility through lean product thinking. Collaborated with Engineering Managers to enhance technical best practices that supported quality solution delivery.

Hagerty, Senior Digital Project Manager // 2017 - 2018

Successfully implemented several digital projects including a CMS re-platform and migration. Introduced agile methodologies and transformed the eCommerce team's practices from waterfall resource planning to lean UX and basic scrum. Worked closely with product management teams to scope new experiences and determine which features would provide the highest return. Collaborated with SEO experts and UX professionals to conduct user testing experiments and usability workshops.

Hagerty, Enterprise Project Manager // 2016 – 2017

Led the discovery, planning and execution of large scale multi work stream initiatives with technical and operational components. Worked with Executives to create the vision and goals of projects and facilitated the cross-domain collaboration required to design and build innovative solutions and re-platform legacy systems. Communicated progress and roadblocks to stakeholders including executive management and made recommendations to remove impediments and mitigate risk to on-time, quality delivery.

Hagerty, Corporate Travel Manager // 2013 – 2016

Successfully completed a three-month RFP process for procurement of travel management services that led to the negotiation and contracting of a new Travel Management provider for the Company. Created improved operational procedures, implemented new booking software and created a risk management playbook. Strategically managed annual travel spend.

Hagerty, Member Services & Events Manager // 2012 – 2013

Managed the Historic Vehicle Association (HVA) travel and event presence at 18 annual events. Selected venues, negotiated contracts and executed catering functions from beginning to end. Managed all booths and staff at trade shows. Acted as Co-Chair of the Executive Committee for The National Historic Vehicle Gathering – a four day symposium, tour and car show in Middleburg, VA. Managed correspondence and requests from the HVA membership base of 450,000 members. Drafted membership renewal language and managed renewals. Developed social media marketing plan. Established and maintained the HVA's presence on Facebook & Twitter.

EDUCATION, CERTIFICATIONS & SKILLS

Bachelor of Arts, Eli Broad College of Business // *Michigan State University, East Lansing MI 2006*

Certified SAFe 5 Release Train Engineer, Scaled Agile Inc.

Certified SAFe 5 Scrum Master, Scaled Agile Inc.

Project Management Professional (PMP), Project Management Institute

Agile Methodologies & Tools: SAFe, Scrum, Jira, Azure DevOps, Clarizen

Collaboration & Facilitation: Figma, Miro, Lucid, Slack