

Hi, I'm

Katy Sole

SERVANT LEADER & CREATOR

katysole.com · katyannsole@gmail.com

I coach high-performing teams to solve complex problems and deliver high-quality, customer-centric experiences — self-motivated, detail-oriented, outcome-focused, with a proven passion for *fostering a culture of excellence*.

PROFESSIONAL EXPERIENCE

Vice President, IT Portfolio Management · Hagerty

2025 – PRESENT

Lead the Agile Portfolio Management Operations Team — the function that owns how Hagerty's technology organization delivers: portfolio governance, value-stream health, delivery metrics, and IT Quarterly Planning, all anchored to an organizational ethos that speed comes from clear ownership and well-designed process, and that our people deliver our brand. Connect strategy to execution across every value stream, turning investment and capacity into predictable flow and realized value while holding the governance and controls that let the organization move fast without spending trust to do it. Lead a team of leaders, and built a career framework for the entire IT Portfolio job family that treats every role as two things — the value it creates and a real development plan — where growth is measured against the work each person actually owns, not their tenure or title.

Director, Agile Portfolio Operations · Hagerty

2023 – 2025

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

Technical Program Director · Hagerty

AUG – DEC 2022

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

Senior Agile Project Manager · Circulo Health

FEB – AUG 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 product and engineering peers on maturing the processes that optimize the flow of value and leverage the iterative feedback loop for validated learning. Led teams to deliver exceptional person-centric products within a unique health model.

Director, Digital Innovation & Technology Operations · Hagerty

2022

Led administrative systems guiding day-to-day operations across Innovation and Technology departments, creating systems that helped leaders make the most of limited resources and ensuring information arrived at the right point in the decision-making process — with follow-up. 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, and acting as a confidant without an organizational agenda. Liaised with Accounting & Finance on enterprise-wide budgeting, CAPEX tracking, and IT purchasing; partnered with Human Resources to recruit, hire, and onboard team members; and worked with Portfolio Management to develop reports showing investment strategy, objectives, and key results.

Release Train Engineer · Hagerty

2020 – 2022

Led an Agile Release Train of 12 development teams with a global delivery model (onshore/offshore/nearshore) 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. Collaborated with Product teams to shape, design, and groom features and measure OKRs. Enforced consistency and standardized processes across teams to drive improvement while encouraging self-organization at the team level to foster ownership, creativity, maturity, and pride.

Senior Scrum Master · Hagerty

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. Provided lateral coaching to Product Managers to enhance operational agility through lean product thinking, and collaborated with Engineering Managers to enhance technical best practices supporting quality solution delivery.

Senior Digital Project Manager · Hagerty

2017 – 2018

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. Collaborated with SEO experts and UX professionals to conduct user-testing experiments and usability workshops.

Enterprise Project Manager · Hagerty

2016 – 2017

Led the discovery, planning, and execution of large-scale, multi-workstream initiatives with technical and operational components. Worked with executives to create project vision and goals, facilitated the cross-domain collaboration required to design innovative solutions and re-platform legacy systems, and communicated progress and roadblocks to stakeholders including executive management.

Corporate Travel Manager · Hagerty

2013 – 2016

Completed a three-month RFP process for procurement of travel management services, leading to the negotiation and contracting of a new travel management provider. Created improved operational procedures, implemented new booking software, built a risk management playbook, and strategically managed annual travel spend.

Member Services & Events Manager · Hagerty

2012 – 2013

Managed the Historic Vehicle Association's travel and event presence at 18 annual events — selecting venues, negotiating contracts, and executing catering functions end to end. Co-chaired the Executive Committee for The National Historic Vehicle Gathering, a four-day symposium, tour, and car show in Middleburg, VA. Managed correspondence for a membership base of 450,000, drafted renewal language, and established the HVA's social media presence.

EDUCATION & CERTIFICATIONS

Bachelor of Arts

Eli Broad College of Business

Michigan State University · 2006

— Project Management Professional (PMP), Project Management Institute

— Certified SAFe 5 Release Train Engineer, Scaled Agile Inc.

— Certified SAFe 5 Scrum Master, Scaled Agile Inc.

SKILLS & TOOLS

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

— Collaboration & Facilitation: Figma, Miro, Lucid, Slack