

Jessica Landis

10+ years experience as a Certified Project Manager



WORK EXPERIENCE

Fractional Business Operations Project Manager, 2/2026-present

- Consulting with 2 startups, creating 0->1 operations processes and playbooks for growth businesses that were overwhelmed by volume and needed to scale operationally
- Optimizing workflows in PTEverywhere, Trello, and Excel automations
- Identifying opportunities to responsibly apply AI, and creating AI guidelines for non-technical users utilizing the Confidentiality, Integrity, and Availability triad framework

Eventric Master Tour, Chicago, IL

Senior Program Manager, 8/2025- 2/2026

- At a small, series A startup, ran cross-functional operating cadences and planning processes with multiple internal and external stakeholders, launching 2 new products after 5 years of no new launches
- Under new Product Head, built and operated scalable 0→1 workflows and automation processes that improved efficiency, reliability, and throughput, translating customer feedback from multiple data sources (personal calls, Zendesk, social media responses, etc) into actionable Product proposals
- Customized a rating system for those Product proposals to extract insights, validate assumptions, and inform decisions, synthesizing those findings into clearly prioritized and weighted recommendations that guided organizational priorities for roadmapping discussions
- Reduced injections by 20% vs 2024 by synthesizing and verifying AI-drafted cross-team updates into decision-ready narratives that clarify progress, risks, tradeoffs, and decisions needed and building alignment at All Hands, board prep with C-suite, and weekly team meetings
- Reduced incidents by 50% by partnering with Product Operations, TPMs, and functional leaders, leveraging AI tools to accelerate rollups, identify gaps, and spot emerging risks/dependencies
- Built delivery visibility and reporting on 1st-ever development team KPIs, based on DORA and DX Core 4
- Doubled release frequency year over year by driving accountability across functions without formal authority, identifying opportunities during retrospectives and reducing dependencies
- Designed, developed, and managed project plans in a maturing and dynamic environment, revising needs to meet changing requirements as technical blockers were uncovered in R&D discovery
- Led successful hiring process for two new cross-team roles, creating the job description and the interview question matrix for all stages, and facilitated interviewer team debriefs

Eventric Master Tour, Chicago, IL

Project & Personnel Manager, 3/2025- 8/2025

- Prevented additional staff churn after notable team departures by mentoring a team of 5 direct reports of developers, 2 of whom grew to be promoted to team leadership
- Created clear performance metrics and review templates that were adopted company-wide
- One of my reports called me “the single biggest professional push I’ve ever had”
- Proactively created and used dashboards to identify that we were running 6 months behind on a mobile launch, and generate buy-in from Product to reduce scope and hit our delivery deadline
- Reduced average incident response time from 3 days to 0.5 days by bringing analytical rigor to root-cause investigations, designing resolution workflows, and building out automations
- Scaled Agile by developing teams to self-facilitate Agile events, further reducing leadership meeting time
- Pursued and passed exams to certify as an Atlassian Jira and Organizational Administrator

Eventric Master Tour, Chicago, IL

Project Manager, 4/2024– 3/2025

- Facilitated C-suite stakeholders to agreement on their first product roadmap in company's 24-year history
- Increased roadmap delivery by 25% by implementing Agile, managing scope, resources, and priorities
- Laid groundwork to reduce injections by creating a support escalation and injection process using a customized risk/impact matrix, and facilitated cross-team trainings, change management, rollout, and 360 reviews
- Took on User Access Administrator and Jira & Confluence Product Admin roles in Jira Cloud:
 - Built Sprint boards, filters, dashboards, and views for non-technical stakeholders
 - Implemented recommendations to clean up a decades-old backlog of thousands of issues
 - Assessed requirements across multiple teams using Waterfall, Agile, and SAFe, then standardized workflows, fields, and issue types
 - Managed all Jira users and permissions across our entire instance
- Facilitated team and release retrospectives, and async and interactive pointing poker
- Joined ambiguous project environment, identified SDLC phases for all products, and mapped employee workloads to align with roadmap initiatives so we could improve systems over time
- As the only operational PM, used retrospectives and ad hoc feedback to design systems with scale in mind, anticipate bottlenecks, and codify learnings into playbooks and standards that reduced weekly team meeting time by 50% in my first year

Jellyvision, Chicago, IL

End User Support Program Manager, 1/2024– 04/2024

- Created end user communication strategy and policies, applying HIPAA and other regulations relevant to the medical healthcare insurance industry
- Pursued and earned Information Technology Infrastructure Library (ITIL) 4 Foundation Certification
- Upskilled to implement new SSO connections, coordinating 3 customer implementations/month
- Upskilled to suggest, lead, and implement Zendesk automations as Zendesk Admin
- Carried out consultative conversations with customers to collect their requirements, and answering those requirements with experience & data-driven best practice recommendations
- Proactively identified risks in upcoming releases and took action to communicate solutions that avoided breaking a large client's configuration

Jellyvision, Chicago, IL

Associate Release Manager, 1/2021– 12/2023

- Promoted to a two-person team where I automated reporting that saved 3+ weeks of work in 2023
- Supported the PMO by driving change management on async playbooks for our pre-release planning and the Change Approval Board, which included building CEO buy-in
- Created & maintained JQL and Structure queries that automatically generate internal release notes in Jira
- Pursued and gained certification as a Professional Scrum Master
- By tracking deploy data in Release Retros, empowered teams to advocate for pipeline improvements which increased DORA deploy frequency by 55% in one year
- During M&A, influenced new team members without direct authority through ambiguity-filled and high-stakes releases, cross-training 3 volunteer release managers to increase business resiliency
- Created and then carefully maintained documentation of the process and risks for weekly flagship deploys in Confluence

Jellyvision, Chicago, IL

Implementation & Customer Success Manager, 4/2019 – 12/2021

- Scoped and led implementation projects for 40+ different clients, ranging from mid-size companies to nationwide conglomerates (Valley National Bank, Terracon, Tate & Lyle, Tarkett, Stantec, Red Robin, ProAmpac, MB Financial, JM Family, Ensign Group, Curtiss Wright, Biogen, Airgas, Desert Financial Credit Union, United Natural Foods UNFI, Duracell, IKEA, McClatchy, Sartorius, Banner Health, Turner Construction, Indiana University Health System, Pharmaceutical Product Development PPD, Adobe, Ellie Mae, Applied Materials, WPP Group USA LLC, University of Mississippi Medical System, Blue Shield CA, RSM, Fidelity, General Motors, Vanderbilt University, Unilever, FreddieMac, Royal Bank of Canada, IBM,

All 6 NAFs, Texas Instruments, Province Swedish St. Joseph hospital systems, Keysight, Wells Fargo, Fiserv, Mutual of Omaha, First National Bank of Indianapolis)

- Ensured that SLAs and response timelines were met across all internal and customer teams for each customer project
- Implemented, configured, and tested product software suite, earning a 100% customer net promoter score (NPS) in my first year
- My most complex and demanding customer was used as a case study for new hires, and they were still a customer with us 4 years later, due to my strong relationship building with them
- Team lead on a cross-team project to build a wiki-based reference feature in our internal and customer-facing backend tool. Tracked pace and presented milestones to management
- Supporting renewals and new sales in partnership with Account Managers, prevented the churn of two customers (Red Robin and IKEA) and sold new customizations to a third (Washington Post)
- Supported the preparation of contract templates and reviewed individual customer contract terms and conditions, in tandem with Legal, Revenue, and Customer teams
- Became an expert in specialized benefits knowledge and insurance industry standards
- Developed repeatable implementation plans for my customer's customized software projects
- Created and facilitated trainings cross-departmentally, and company-wide
- Created high quality, polished decks, scripts, and configuration content to inform, persuade, and motivate customers through adoption of our solutions

Midwest Access Coalition, Chicago, IL

Agile Project Manager (Volunteer) 5/2019-6/2021

- Effectively facilitated Agile meetings and events, leading to MVP launch of a new application
- Ran Agile-based team, facilitated stands and negotiated product roadmap under the Director of Technology
- Built user manuals & presented user training to healthcare providers on new product lines, including a new app and process changes for reimbursement

SMS Assist, Chicago, IL

Team Lead, 1/2018- 4/2019

- Promoted to Team Lead, mentoring 7 direct reports, improving NPS in our portfolio from 15% to 66%
- Promoted 2 team members and took over a PIP for an underperforming team member, handling sensitive FMLA and performance expectation conversations while maintaining team morale
- Used reporting, data analysis, and KPIs to quantitatively plan and organize my team's capacity
- Traveled domestically to customer locations to form (and sometimes mend) lasting relationships with partners and customers
- Met with department stakeholders to determine training improvement needs, and wrote and facilitated 2 new courses for new hire onboarding
- Created process documentation when none existed, and created communication templates that were adopted throughout my department

SMS Assist, Chicago, IL

Operations Specialist/Customer Success Manager, 1/2017- 12/2017

- Personally onboarded over 60 new accounts in 2017, and raised app usage in my portfolio from 60% to 88% by instituting performance improvement plans for vendors
- Received 2 department-specific Gold Awards for process improvements (1 given per quarter)
- Selected for internal leadership training program, Amplify! (6% acceptance rate of applicants)

CBRE, Chicago, IL

Real Estate Services Administrator, 6/2016-12/2016

- A month after starting, coordinated Office Of The Building move, including utilities contracting, furniture deliveries, vendor installation visits, and creating a new filing system in the new location

- Responsible for day-to-day administration in the Office of the Building: processing invoices, dispatching work orders, obtaining bids for supplies. End-to-end management of monthly A/P and A/R for office tower, from invoicing to check deliveries
- Maintained tenant, vendor, and building property files, including COIs, lease abstracts, and tenant billing
- Foster positive relationships with tenants and vendors to ensure overall success of property management

Leading Real Estate Companies of the World, Chicago, IL **Referral Specialist, 2/2012-6/2016**

- Reported analysis of metrics such as conversion rates, engagement in program, and sales volume
- Led cross-functional team and each year, grew subscriptions in the program I ran by 17%
- Took over floundering international assistance program and built 58% member engagement increase in international referral business, due primarily to my mediating and educating conflicts between international clients
- Created cross cultural sensitivity training for members in 57 countries; led to a 43% increase in international sales year over year

CONTACT

[LinkedIn.com/landisjessica](https://www.linkedin.com/in/landisjessica)

EDUCATION

Missouri State University, *Bachelor of Arts*, Minor in French

SKILLS

Project Management

Professional Scrum Master I, Trello, Agile, Scrum, Waterfall

Software and Remote Work Expertise

Microsoft Office and Outlook, Salesforce, JIRA, Confluence, Zendesk, Looker, LucidChart, Miro, Mural, Google Suite, Github, Gitlab, Zoom, Slack, Microsoft Teams, Resilient team building

IRL INTERESTS

Sailing, social board games, salsa dancing, yoga, Storygraph