

Larry Jenkins

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EXECUTIVE SUMMARY

Customer success manager with strong communication and project management skills, serving a diverse portfolio of enterprise and government clients. Adept at evaluating customer needs and implementing solutions that help companies meet their strategic goals. Certified as both a scrum product owner and scrum master with eight years' experience in the software development industry and 12 years working as a consultant for telecommunications clients.

EMPLOYMENT HISTORY

Customer Success Manager (Remote)

Meridian Knowledge Solutions
2019 — Present

- Proactively manages a portfolio of clients and cultivates relationships with executive sponsors to drive successful and ongoing partnerships.
- Builds and maintains strong customer relationships by maintaining high levels of communication and engagement.
- Responsible for understanding the intricacies of client business objectives and how the client uses the product to achieve those goals.
- Serves as trusted advisor, providing product insight and suggesting ways clients could optimize their use of the platform.
- Provides guidance on best practices for designing, implementing, and scaling learning programs to align with a client's business objectives.
- Works to identify and resolve issues that could impact client satisfaction.
- Manages client transitions from pre-sales to implementation, translating customer goals into implementation plans that provide initial value in a timely fashion.
- Drives customer advocacy through references, referrals, upsells, cross-sells, and case study opportunities.
- Coordinates and delivers basic and advanced training sessions to ensure clients have competence with – and confidence in – the product.

Product Owner (Remote)

Meridian Knowledge Solutions
2017 — 2019

- Served as liaison between clients and the product team.
- Responsible for vetting and prioritizing customer needs and translating strategic goals into actionable backlog items.

- Partnered with the customer success team on client consultations and product demos.
- Collaborated with the product leadership team to define medium and long-term roadmaps, determine release timelines, and communicate the product vision.
- Conducted user interviews and participates in collaborative design meetings to research new features and product enhancements.
- Led team through the development life cycle, serving as subject-matter expert for product features.
- Created and maintained product backlog, prioritizing features according to relative value, complexity, and available resources.
- Wrote epics, user stories, and acceptance criteria, and lead the development teams' discovery and backlog refinement meetings.
- Worked with the scrum master to conduct sprint planning and review meetings.
- Tracked and charted team progress, providing updates to the product management team and identifying impediments to project success.
- Collaborated with the design team in the creation of mockups, wireframes, and prototypes.
- Crafted and presented product narratives to clients and internal stakeholders.
- Led train-the-trainer sessions.

Documentation Specialist/Documentation Lead (Remote)

Meridian Knowledge Solutions

2013 — 2017

- Led project to create new online help system for enterprise LMS application used by more than 7 million users worldwide. Responsibilities included:
 - Designing and implementing help system architecture.
 - Setting project timelines and benchmarks.
 - Presenting ideas and updates to corporate clients and internal stakeholders.
 - Gathering feedback and incorporating changes, when necessary.
 - Collaborating across teams to successfully deploy the help system to clients.
- Collaborated with the product management and design teams to create user stories, acceptance criteria, and wireframes for team discovery and grooming meetings.
- Researched and presented product design ideas, as needed, and led meetings to refine user stories and acceptance criteria.
- Consulted subject matter experts across multiple scrum teams to create internal and client-facing product documentation.
- Served as interim scrum master, leading agile team meetings and removing impediments surfaced during daily standup.

Environmental Director (Remote)

Peregrine Environmental

2000 — 2013

- Served as project manager for environmental review projects, tracking project status, coordinating documentation distribution, and providing clients with updates and anticipated completion dates.

- Hired subcontractors and coordinated work efforts for the completion of environmental site assessments.
- Wrote and edited technical documents to meet specifications of telecommunication industry clientele.
- Served as client liaison to state, federal, and tribal government entities.

EDUCATION

- Master of Business Administration, Touro University Worldwide, 2019.
- Master of Arts, Journalism, University of Oklahoma, 2002.
- Bachelor of Arts, University of Oklahoma, 1998.

CERTIFICATIONS

- Executive Decision Making with Data Science – Emeritus (December 2020)
- Business Analytics – Springboard (February 2019)
- Certified Scrum Product Owner - Scrum Alliance (June 2018 – June 2020)
- Certified Scrum Master - Scrum Alliance (Feb. 2016 - Feb. 2020)

TECHNICAL SKILLS AND TOOLS

- | | |
|--------------|--------------------------------|
| • HTML | • GitHub |
| • CSS | • JIRA |
| • JavaScript | • Team Foundation Server (TFS) |
| • jQuery | • Confluence |
| • Git | • Trello |

RECENT PROJECTS

- **Web Dev Redemption** – A group collaboration for a coding bootcamp. The application is a repository of coding examples and resources for coding newcomers.
 - **Languages used:** HTML, CSS, JavaScript, jQuery
 - **URL:** <http://aereisdin.github.io/teamAwesome>
- **Random Password Generator** – The goal of this project was to create a random password generator with the length and format of the password determined by user input.
 - **Languages used:** HTML, CSS, JavaScript
 - **URL:** <https://larryjenkins.github.io/PasswordGenerator/>
- **JavaScript Quiz** – The goal of this project was to create a timed quiz, covering JavaScript fundamentals, that recorded a user's score and provided responsive feedback.
 - **Languages used:** HTML, CSS, JavaScript, jQuery
 - **URL:** <https://larryjenkins.github.io/JavaScriptQuiz/>

INDUSTRY SKILLS

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|-----------------------|-------------------------------|
| • Agile Methodologies | • Project Management |
| • Scrum | • Technical Documentation |
| • Product Management | • Customer Success Management |