Renee Wall

Senior Technical Program Manager

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LinkedIn

Seattle-based Sr. Technical Program Manager with over 8 years of experience helping people build and deliver scalable, inclusive, and engaging products. Strong technical background, well-versed in design and accessibility, and excellent written and verbal communication skills.

EXPERIENCE

Expedia Group, Sr. Technical Program Manager, *2018 – present*

Across all programs, primary responsibilities were to

- collaborate with product, UX, engineering, line of business (LOB) stakeholders, and organizational leadership to align on feature priorities, roadmaps, and quarterly goals
- define intake processes and ensure that teams are being strategic about their work
- track delivery using Agile/Scrum and Kanban methods, using tools such as GitHub, JIRA, Trello, Airtable, and Confluence
- assist resource-challenged teams in making tradeoffs
- identify risks, issues, blockers, and program-level gaps
- communicate program status horizontally and vertically
- work with engineering to ensure technical approaches are practical and scalable
- ensure features are inclusive and function across supported OS/browser combinations

Program: Homepage brand refresh (in progress)
Brand Expedia is undergoing a multi-phase, cross-platform brand refresh that spans multiple lines of business. My role is to ensure homepage goals are met on time, solutions are scalable and easy to use, and design standards are met. I'm partnering with UX, merchandising, engineering, product, and advertising leads to meet marketing-driven deadlines and improve the brand experience for our travelers.

Program: Covid-19 response and recovery
Established a cross-functional review process to vet COVID-19 content and designs before handoff to engineering. Prior to this process, content was released to production too quickly and without sufficient quality checks, which resulted in conflicting and confusing information for travelers. The new process ensured that designs were approved by public relations and legal experts, leveraged our Universal Design

EDUCATION

Web Application Developer Certificate, Edmonds Community College, *Lynnwood, WA*

JavaScript, PHP, SQL, relational database design, CSS, HTML, object-oriented programming, SEO, and project management. Teaching Assistant, Dean's Honor Roll, and 4.0 GPA.

Associate of Arts in Visual Communication, Art Institute of Seattle, *Seattle, WA*

Graphic design principles, logos, composition and layout, illustration tools and techniques, typography, color theory, presentation, and marketing.

Bachelor of Arts in Psychology, The Ohio State University, *Columbus, OH*

Emphasis on cognitive and developmental psychology. Dean's List, Scarlet and Gray merit scholarships, and French minor.

System, were accessible to travelers using assistive technologies, and had logical end-to-end user flows.

Program: Trips at the Center
Led the Trips UX team to deliver designs that help travelers plan and book their trips. This was a sizable program with many vertical teams. UX needed horizontal visibility into each area and guidance with resourcing and prioritization.

Program: Progressive Web Application (PWA) adoption
Brand Expedia migrated from a Java-based technology stack to a PWA platform that leverages Node, Webpack, React, GraphQL, a cross-platform design system, and an internal analytics library. My role was to educate technical and non-technical stakeholders on the benefits of adopting the new platform and consult on approaches to tackling this complex task. Also created materials for and conducted worldwide "roadshow" presentations to individual teams.

Expedia Group, Senior UI Developer, Client-side Engineering, *2014 – 2018*

Built accessible, scalable, components for Expedia's User Interface Toolkit (UITK) using React, HTML, Sass, Enzyme, and Git. UITK components are used on over 90% of Expedia pages worldwide, including partner sites. In addition to building components, I
- provided front-end technical support to developers via code reviews, education, and troubleshooting.
- documented various configurations for components and provided usage guidelines.
- interviewed internal and external job applicants for technical and soft skills.
- conducted performance audits of the site.

Expedia Group, Software Engineer (UI), Loyalty Engineering Organization, *2011 – 2014*

Developed UI for Expedia Rewards and other loyalty-based partner programs. Technologies included jQuery, Java, HTML, LESS, Jasmine, and Perforce. Responsible for shifting Rewards pages from fixed layouts to mobile-first Responsive Web Design.

Freelance web design and development, *2012 - 2014*

Designed and built websites using Photoshop, Illustrator, jQuery, Handlebars, LESS, CSS, HTML, PHP, XML, and Git. *Content and sites are now maintained by clients.*
John Harrigan | Henry Stinson | Foolish People | Strange Factories