

# STACY H. SHIN

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## SUMMARY OF QUALIFICATIONS

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Results-driven **Senior Project Manager** with over 4 years of experience leading high-complexity projects, managing cross-functional teams, and delivering integrated solutions. Skilled in agile methodologies and project lifecycle management, with a proven track record in optimizing workflows and overseeing timelines in high-stakes environments.

## AREAS OF EXPERTISE

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<b>Key Skills</b>	Project Management   Agile Delivery   Stakeholder Management   Cross-functional Team Leadership   Incentive Program Design   Data Analysis   Training & Coaching   Strategic Communication   Process Improvements
<b>Technical</b>	Google Workspace   Photoshop   Illustrator   Adobe Animate   InDesign   Premiere Pro   Jira   Confluence Agile Development   Basic JQL   CSS   HTML

## PROFESSIONAL EXPERIENCE

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Capital One

### Senior Project Manager, Enterprise Data Tech

02/2023 – 05/2024

- Spearheaded customer support strategy for the OneStream Migration Portal, facilitating the migration of over 2,500 legacy datasets to Capital One's data publishing platform; established feedback loop from testing to customer training.
- Trained support engineers, managed escalations, and conducted quality checks on over 100 support artifacts.
- Leveraged Excel and machine learning models to produce and distribute weekly reports for 10+ Enterprise Data Platforms to Tech leaders, resulting in 14 committed product enhancements.
- Collaborated with 10+ product, marketing, and support teams to enhance customer-facing programs, aligning business goals and driving a 65% increase in support resolution within the first 2 months since launch.
- Developed communication strategies and incentive programs to increase platform engagement by 150%.

### Project & Program Manager, Enterprise Data Tech

08/2021 – 01/2023

- Directed the change, release, and training management for a new version of an internal data registration and search tool, integrating 30 features and ensuring 9 product teams were fully prepared for all launch activities.
- Pioneered the marketing, communication, and documentation strategy for Datasets v2, effectively engaging an audience of over 13,000 users and achieving an average engagement rate of approximately 60%.
- Integral member of the Program Management Office (PMO); convened and led weekly forums with leadership and platform stakeholders to discuss and assess data architecture structures for Enterprise Data tools, platforms, and products.

### MRP Associate, Scrum Master, Tech Risk Chief of Staff

02/2020 – 07/2021

- Saved \$160K associate hours by leveraging Jira to automate 50+ control tests, which entailed serving as a Scrum Master for multiple agile pods in Tech Risk, executing agile ceremonies, and implementing standardized delivery governance.
- Led reporting efforts and facilitated monthly forums with Tech Risk, risk partners, and leadership, providing progress updates on initiatives, escalating dependencies, and fostering team collaboration.
- Redesigned and coded Tech Risk web pages, creating a single repository to meet all internal requirements.

## LEADERSHIP

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Capital One

### Marketing and Design Lead, Hackathon Committees

06/2021 – 05/2024

- Steered communications strategy for Capital One's college Hackathon Committee, engaging 4,500+ Technology Development Program (TDP) Associates in building Capital One's API, garnering nationwide campus recognition and over 100 mentorships.
- Interfaced with external vendors and designed over 20 design resources across 5 Capital One Hackathons, including websites, swag, marketing assets, and logos using Adobe Illustrator.

### Committee Chair, Diversity and Inclusion

02/2021 – 06/2023

- Co-led the Enterprise Data Diversity, Inclusion, and Belonging (DIB) Committee focused on inspiring a sense of belonging and social awareness among the firm's workforce.
- Rallied 17 core members to stand up 3 new DIB initiatives, and planned 10+ networking and knowledge share events.

## PROFESSIONAL DEVELOPMENT

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**AWS Certified Cloud Practitioner** | Amazon Web Services

2022

**Certified Scrum Master (CSM)** | Scrum Alliance

2021

## EDUCATION

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### Bachelor of Science in Marketing and Operations Management & Business Analytics

University of Maryland, College Park - Robert H. Smith School of Business, Strategic Design and Innovation Fellows