Joy Petersen

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SUMMARY

Technical program management professional with nine years of experience delivering complex software initiatives across product, engineering, and business organizations. Leads programs from planning through production release, shaping roadmaps, **investment priorities**, release plans, and execution strategies that keep teams aligned. Facilitates architecture discussions, clarifies **delivery trade offs**, manages risks, and supports change initiatives across distributed teams. Builds practical governance, metrics, and executive communication routines that improve visibility and decision quality. Recent work includes AI assisted software development workflows, engineering process improvements, and coordinated releases across multiple time zones. Brings a collaborative approach to matrix leadership, **influencing teams without direct authority** while connecting technical decisions with product outcomes. Ready to contribute disciplined program leadership, clear communication, and thoughtful delivery management in a **product technology** environment.

EXPERIENCE

Technical Program Manager, Product Technology

January 2022 - Present

CloudBridge Platforms *Remote*

Leads software programs across engineering, product, and operations, guiding roadmaps, governance, architecture decisions, risk management, AI assisted development, and production releases for distributed teams.

- Directed cross functional software programs from **planning** through release, improving alignment across product and engineering.
- Built delivery **roadmaps** and governance routines for complex technology initiatives, giving leaders clearer investment visibility.
- Facilitated **architecture discussions** and recorded technical decisions, supporting practical trade offs across product outcomes.
- Established risk reviews and executive reporting for major programs, creating earlier visibility into delivery constraints.
- Supported AI assisted development workflows, helping **engineering teams** adopt more consistent **software delivery practices**.
- Coordinated **distributed teams** across time zones, keeping production release planning connected with operational readiness.

Program Manager, Technology Delivery

July 2018 - December 2021

Northline Digital *Seattle, WA*

Managed **cross functional technology programs** involving software delivery and operational improvement, partnering with engineering leaders on sequencing, metrics, communication, and change adoption.

- Managed cross functional technology projects, connecting software delivery plans with operational improvement **goals**.
- Partnered with engineering leaders to sequence releases, resolving constraints before they affected planned delivery.
- Created program metrics and communication plans, giving stakeholders dependable visibility into progress and risks.
- Improved collaboration between product, engineering, and business teams through structured **planning** and decision forums.
- Supported process changes that strengthened software development practices and improved consistency across delivery teams.
- Guided implementation planning and change adoption, helping teams move new **workflows** into regular use.

PROJECTS

AI Assisted Delivery Workflow 2025

Small workflow changes can reshape how teams deliver software. Coordinated an AI assisted development initiative that connected engineering practices, delivery governance, risk reviews, and executive reporting across distributed technology teams.

Global Release Coordination Program 2023

Release work succeeds when hidden dependencies become visible early. Built a coordination model for distributed teams, linking roadmap planning, architecture decisions, production readiness, and stakeholder communication.

LEADERSHIP & AWARDS

- Recognized by engineering leadership for improving program visibility and executive reporting across complex technology initiatives.
- Received team recognition for coordinating distributed release planning and supporting practical delivery process improvements.
- Selected to support AI assisted development workflow adoption across product and engineering stakeholders.

EDUCATION

Bachelor's Degree in Information Systems

2018

University of Washington GPA: 3.5 *Seattle, WA*

Coursework: *Software architecture, project management, database systems, systems analysis*

CERTIFICATIONS

- Project Management Professional 2024
- Certified ScrumMaster 2022

TECHNICAL SKILLS

- **Program Management:** Roadmaps, release plans, governance
- **Software Architecture:** Architecture discussions, technical decisions, system design
- **Engineering Practices:** Agile delivery, software development, engineering workflows
- **Release Management:** Production releases, deployment planning, release coordination
- **AI Assisted Development:** AI assisted workflows, development automation, SDLC support
- **Risk Management:** Risk reviews, mitigation planning, delivery constraints
- **Data And Metrics:** Program metrics, data driven decisions, progress reporting
- **Stakeholder Communication:** Executive reporting, communication plans, leadership updates
- **Team Collaboration:** Cross functional teams, distributed teams, matrix leadership
- **Change Management:** Change initiatives, adoption planning, process improvement

SKILLS

- Technical Program Management
- Roadmap Planning
- Agile Delivery
- Software Architecture
- Release Management
- AI Assisted SDLC
- Risk Management
- Executive Communication
- Matrix Leadership
- Cross Functional Programs
- Data Driven Decisions
- Change Management
- Engineering Practices
- Production Delivery
- Distributed Team Coordination

PROFESSIONAL AFFILIATIONS

- Member, Association for Technology Professionals, sharing program delivery practices with cross functional peers.
- Participant, Project Management Institute community events, building connections across technology delivery leaders.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST