SABRINA LOVE

AGILE PRODUCT MANAGER • STRATEGIC, CREATIVE, COLLABORATIVE LEARNING EXPERIENCES

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PROFESSIONAL SUMMARY

Dynamic Portfolio Product Manager with 10 years of experience in the agile industry, dedicated to helping customers create positive and meaningful impacts in complex environments through practical and robust learning experiences. Proven track record of uniting cross-functional teams to deliver market-defining training products. Relentlessly committed to enhancing stakeholder engagement and fostering a culture of joyful innovation, excellence, and continuous improvement.

AREAS OF EXPERTISE

✓ Visionary Product Strategy & Innovation
✓ Data-Driven Analysis & Decision-Making
✓ Stakeholder Partnership & Engagement
✓ Collaborative Cross-Functional Leadership

✓ Strategic Courseware Development & Innovation
✓ Strategic Complexity Reduction & Optimization
✓ Product Roadmap Creation & Communication
✓ Innovative Go-To-Market Product Launches

PROFESSIONAL EXPERIENCE

Portfolio Product Manager of Courseware, Scrum.org, Burlington, MA | Dec. 2014 - July 2024

Elevated by the CEO to drive innovative strategy for developing, innovating, and maintaining 11→15 flagship learning products and to pioneer a new frontier in product leadership learning experiences.

- Galvanized an international powerhouse of stakeholders, partners, and teams to architect and launch industry-driving product leadership framework and learning products, catapulting the organization into previously uncharted territory while masterfully orchestrating the entire product development lifecycle.
- Engineered a paradigm shift by championing product discovery and validation techniques, skyrocketing organizational credibility and outpacing beta course launch expectations by an astounding 20%, while ensuring laser-aligned synchronization with student needs, company strategy, data analysis, and key metrics.
- Directed the assimilation of enhanced collaborative feedback mechanisms, catalyzing a remarkable 20% increase in engagement from stakeholders and propelling student satisfaction to unprecedented heights.
- Orchestrated dynamic training sessions for students and sales channels, empowering up to 130 participants to master innovative concepts and skills that drive impactful results.
- Blazed an extraordinary career trajectory from Administrative Assistant to Portfolio Product Manager of Courseware, showcasing an unquenchable thirst for learning and a relentless drive enhancing the student learning experience to affect positive change.

Private Events Manager, Kingston Station Restaurant, Boston, MA | Sept. 2008 - Jun. 2014

Revolutionized private dining experiences, driving innovation and excellence in a competitive urban market.

- Forged a game-changing alliance with the Owner and Head Chef, engineering cost-effective strategies that maximized profitability and customer satisfaction.
- Orchestrated bespoke event experiences for discerning clientele, masterfully aligning offerings with their social, financial, and dietary aspirations.
- Executed flawless events for up to 150 guests, from corporate gatherings to wedding receptions, crafting extraordinary memories that resulted in an unprecedented increase in repeat clients.

Accounting Specialist, US Bank, Boston, MA | May 2011 - Sept. 2013

Drove financial excellence and spearheaded new system adoption across national offices.

- Architected and deployed cutting-edge training materials for a new system GUI, catapulting user proficiency and adoption rates through user experience focused learning and simplifying complicated processes.
- Conducted thorough research on discrepancies, deploying precise corrective strategies to uphold and enhance financial integrity.
- Developed and delivered insightful financial reports and analyses, illuminating vital insights that empowered leadership with the clarity to make sharp, data-driven decisions.

CERTIFICATIONS

- **Professional Scrum Product Owner: PSPO III (2023)**
- **Professional Scrum Master: PSM III (2018)**
- Product-Led Growth Fundamentals Certification, PLG (2024)
- Professional Scrum w User Experience: PSU I (2019)
- Scaled Professional Scrum: SPS (2015)
- TBR-VE Practitioner (2021)

EDUCATION

Master of Business Administration - MBA, Augment Business School

Graduation: January 2025

Bachelor of Science, Graphic Design, Full Sail University

Leverages highly transferable design principles, including user experience, stakeholder collaboration, and functional usability, to effectively contribute to product development and innovation.

TRAINING

- ProductLed Growth Fundamentals (2024)
- Applying Professional Scrum - Software Development, Scrum.org (2024)
- Professional Scrum with Kanban, Scrum.org (2024)
- Professional Product Discovery & Validation, Scrum.org (2024)
- Product Backlog Management Skills, Scrum.org (2023)
- Professional Scrum Product Owner - Advanced, Scrum.org (2022)
- Professional Scrum Facilitation Skills, Scrum.org (2022)
- Professional Agile Leadership - Essentials, Scrum.org (2021)
- Professional Agile Leadership - Evidence-Based Management, Scrum.org (2021)
- Professional Scrum with User Experience, Scrum.org (2021)
- Training From the Back of the Room, Virtual Edition, Xebia Academy (2021)
- Professional Scrum Product Owner, Scrum.org (2020)