Veny Dixon, CSM

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SENIOR WEB PROJECT MANAGER

Agile Delivery | *Web & SaaS Implementations* | *Client Relationship Management* | *UI/UX & Technical SEO*

Certified ScrumMaster (CSM) and **Web Project Manager** with 10+ years of experience leading end-to-end web product lifecycles, cloud migrations, and API integration projects. Proven track record of bridging communication gaps between UI/UX designers, software developers, SEO/marketing teams, and client executives to deliver high-performing web applications on schedule. Expert in translating complex client requirements into clear sprint backlogs, wireframe specifications, and scalable technical workflows.

CORE COMPETENCIES

- **Project Leadership & Delivery:** Web Project Management, SDLC, Scope & Risk Management, Client Discovery & Onboarding, Scope Negotiation, User Acceptance Testing (UAT)
- **Agile & Process Management:** Certified ScrumMaster (CSM), Sprint Ceremonies, Backlog Grooming, JIRA, Confluence, Workflow Automation, SOP Development
- **Design & Web Optimization:** UI/UX Collaboration, Wireframe & User Journey Alignment, Design System Compliance, Technical SEO, Web Portal Architecture
- **Technical Architecture:** REST APIs, AWS Cloud Migration, Microservices, System Flow Diagrams (Visio), Version Control (Git, Swagger), MySQL, PostgreSQL

CERTIFICATIONS

- **Certified ScrumMaster (CSM)** – Scrum Alliance
- **Technical Writer Certification**

PROFESSIONAL EXPERIENCE

Aviso AI | Salisbury, NC

Technical Project Manager – Web & SaaS Solutions | *May 2025 – Present*

- Lead cross-functional project delivery streams for enterprise AI-driven SaaS applications, managing timelines, scope, and resource alignment across engineering, product, and client success teams.
- Partner with UI/UX designers and frontend developers to translate business requirements into user stories, wireframes, and functional web specifications.
- Collaborate with marketing and SEO leads to optimize web portal architecture, URL structures, and technical documentation for maximum organic search discoverability and user engagement.
- Manage client-facing launch readiness activities, including system implementation guides, release notes, and onboarding workflows that reduced client support requests.

- Facilitate Agile sprint ceremonies, backlog refinement, and change-management protocols supporting complex CRM and forecasting integrations.

Paycor | Cincinnati, OH

Web & API Project Manager | *September 2022 – October 2023*

- Managed the end-to-end integration lifecycle for RESTful APIs across MySQL and PostgreSQL database environments, ensuring on-time milestone execution.
- Directed the release and optimization of the external developer portal, collaborating with UI/UX teams to refine navigation workflows, decreasing API errors by **10%** and improving developer onboarding productivity by **7%**.
- Standardized technical governance across Git and Swagger environments, minimizing deployment risks and aligning technical scope across internal developers and third-party client engineering teams.
- Created interactive data flow diagrams and visual system maps in Visio to align non-technical business stakeholders with engineering architecture plans.

Velocitor Solutions | Charlotte Metro

Senior Web Project Manager & Agile Delivery Lead | *January 2013 – June 2022*

- **Client Delivery & Cloud Migration:** Served as the primary client-facing Project Manager directing cloud migration initiatives for **20+ enterprise accounts**; successfully re-architected 12 legacy web applications onto AWS infrastructure within budget and schedule constraints.
- **Design & User Experience:** Facilitated design reviews between UI/UX teams, backend developers, and enterprise clients to ensure visual brand compliance, interface accessibility, and optimal user journeys across all application modules.
- **Agile Facilitation:** Acted as Scrum Master across concurrent technical projects, removing team blockers, optimizing sprint velocity, and ensuring key milestones were met across cross-functional engineering teams.
- **Operational Optimization:** Re-engineered customer support and onboarding workflows, leading the rollout of visual escalation paths that reduced overall client support costs by **80%**.
- **Knowledge Infrastructure:** Architected a centralized document and project repository using SharePoint and Confluence, **reducing cross-team asset retrieval time by 20%**.

Additional Positions at Velocitor Solutions:

- **Technical Project Facilitator** (*Dec 2017 – Dec 2019*): Led daily stand-ups, bridged communication between project services and support teams, and mapped process flowcharts using Visio.
- **Client Onboarding & Training Lead** (*Mar 2013 – Dec 2017*): Managed client-facing onboarding programs, conducted UAT sessions, and analyzed support service data to continuously improve web software adoption.
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EDUCATION

- **Bachelor of Science in Information Technology** | University of Phoenix
- **Bachelor of Science in Electrical and Electronics Engineering** | ECPI University