

JO

Jake O'Connor

eCommerce Scrum Master with five years in online retail platforms. Drives conversion rate optimization through agile feature delivery.

PROFESSIONAL EXPERIENCE

SCRUM MASTER | SHOPONLINE, PORTLAND, OR
AUGUST 2018 – PRESENT

- Launched personalization features, boosting CR by 18%.
- Coordinated with marketing to A/B test promotions, increasing average order value by 10%.

FRONTEND DEVELOPER | SHOPONLINE, PORTLAND, OR
JUNE 2015 – JULY 2018

- Developed responsive UI, increasing mobile traffic by 30%.
- Optimized page load speed, reducing bounce rate by 20%.


EDUCATION


B.S. Computer Science | Oregon State University, OR
Portland, OR | May 2015

CERTIFICATIONS


- Certified ScrumMaster, Scrum Alliance, October 2023

CONTACT

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 Portfolio

 Austin, TX 78702

KEY SKILLS

- Conversion optimization
- Story mapping
- Cross-functional sync