

Jess Hines

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Product Designer, Developer

- Crafted meaningful and enjoyable experiences for users, associates, and customers.
- Built a suite of tools in the past 14 years to reduce productivity waste by \$3 million per year.
- Embodied continuous improvement via refactoring and automation.
- Adept at design, development, and tech leadership, with strong communication skills.

WORK EXPERIENCE

Fidelity Investments • 01/2008 – Present

Principal Software Engineer

- Improved business unit efficiency by developing applications and automation tools, reducing productivity waste by \$3M per year and reducing project timelines by 200-600% resulting in increased customer satisfaction.
- Utilized strong writing skills for clear content design, technical writing, documentation, and presentations.
- Technical lead, coach, and product owner of an agile squad focused on innovation and automation projects. Interviewed and hired for both junior and senior positions.
- Drove the replacement of legacy applications with modern web and cloud technologies, CI/CD, and development leadership, resulting in more automation, higher quality, improved user and client satisfaction, and enhanced associate experience.
- Drove user research, UX/UI design, and development to replace legacy applications, resulting in better usability and automation.

Senior Software Engineer

- Led the requirements gathering, UX/UI design, and web development of a full-stack web application to migrate from single-use, unmaintainable MS Access applications and deliver consistency and vastly improved usability and automation for a core business unit.
- Hosted training sessions on topics such as Git, agile, design principles, clean coding practices, and presentation design.

SKILLS

Tech Leadership:

Interviewing, Presentations, Project management, Tech writing

Communication: Editing, Media creation, Presentation design, Public speaking, Tech writing

Technical: Azure, ChatGPT, CI/CD, Copilot, CSS, Front-end frameworks, GenAI, Git, HTML, JavaScript, Machine Learning, Python, Unix, VBA

Refactoring: Code, Technical documents, UI & UX design

Web Design: Design systems, Figma, Illustrator, Logo design, Prototyping, UI design, User research, UXD, Wireframing

EDUCATION

Bachelor of Business Administration in Information Technology

Harding University
GPA: Summa Cum Laude
08/2004 – 12/2007

- Expanded the FirstLine suite of interactive data templates by 200% to increase the efficiency and shorten timelines for more business units. Invented a test-driven development (TDD) process for faster development and better communication with business stakeholders

Software Engineer

- Led research, project planning, and development of a new reporting platform to automate and standardize client reports across business units, bringing portable Excel reports to clients versus the old 1000-page PDF documents that clients hated and that were difficult to analyze and approve.
- Expanded the FirstLine suite to cover more layouts with Stock Plan Services, while also refactoring for improved speed of delivery, performance, and accuracy.

Data Conversion Specialist

- Designed and built a first-of-its-kind automated validation template (FirstLine) for clients to use, saving them and Fidelity dozens of hours and thousands in implementation costs per project, with an estimated \$1+ million in savings in the first year of use, plus greatly increased client satisfaction.
- Performed data analysis and validation and supported implementations of external clients' stock compensation plans.
- Worked with outside clients and implementation managers to deliver best-in-class conversion services for employee benefits data.

CERTIFICATIONS

Certified Scrum Product Owner

Scrum Alliance

Certified Professional in Azure Fundamentals

Microsoft

Certified Scrum Master

Scrum Alliance

VOLUNTEERING & LEADERSHIP

F3 Tucson

Founder

F3 is a nationwide organization for men providing free fitness classes and aimed at building community leadership.

Fidelity Investments

Graphic Designer

Led digital and physical design for an associate job fair, including logos, branding, website, signage, and promo items.

Triangle Speak Easy

Co-Founder

Speak Easy is a public speaking coaching group for employees.
Contributed graphic design, website development, and administration.

Common Impact

Team Leader

Gathered requirements straight from clients, designed, built, and handed off work in skill-based volunteering projects to support local non-profit organizations.