AERIKA SAXE

PRODUCT DELIVERY • PLATFORM GOVERNANCE • AI ENABLEMENT

Alexandria, VA | aerikaasaxe@gmail.com | aerikasaxe.com

linkedin.com/in/aerika-saxe | Cleared

PROFESSIONAL PROFILE

- Enterprise technology professional with 15 years in IT and experience across federal modernization, business analysis, Agile delivery, and organizational change.
- Combines hands-on Atlassian and SharePoint administration with program coordination, requirements analysis, executive reporting, and user adoption.
- PMP, PSM I, SAFe Agilist, and SAFe POPM; consulting focus on AI readiness, platform health, delivery recovery, and practical team workshops.

CORE CAPABILITIES

Product and backlog delivery • Business analysis • Agile and SAFe
Atlassian platform governance • SharePoint • AI adoption and enablement
Knowledge management • Workflow design • Requirements and acceptance criteria
Release and UAT readiness • Risk and dependencies • Training and change management

PROFESSIONAL EXPERIENCE

Product Lead / Scrum Master SME

Chenega MIOS SBU | October 2026–Present

- Serve as the Naval Service Lead on a six-lead team supporting rollout of the Joint Enterprise Task Management System across the military services.
- Work with program managers and Agile teams on coordinated delivery, service-level priorities, dependencies, and adoption.

Technical Project Lead

Great Hill Solutions | U.S. Navy OPNAV | 2024–September 2026

- Led the AMP-DP transition from the Atlassian/LIFT environment to SharePoint, combining platform development and administration with information architecture, permissions, governance, migration planning, and user transition.
- Coordinated migration of more than 1,000 files and contributed to more than $100,000 in annual software savings; managed launch communications and retirement of the prior environment.
- Managed day-to-day operational delivery for the separate OPNAV-GPT pilot under government sponsorship, coordinating onboarding, access, knowledge resources, training, adoption reporting, and user feedback.
- Translated senior Navy leadership priorities into requirements, owners, backlog items, acceptance criteria, and readiness actions across technical and operational teams.
- Used JQL, eazyBI, dashboards, surveys, and platform data to support executive reporting, backlog visibility, release/UAT readiness, and continuous improvement.

AERIKA SAXE

Professional experience continued

Atlassian SME

SMX | U.S. Navy / NAVAIR | June 2022–2024

- Administered Jira, Jira Service Management, Confluence, and SharePoint, including workflows, boards, dashboards, permissions, service intake, knowledge structures, and user enablement.
- Established consistent backlog, reporting, release-readiness, and governance practices to improve traceability and coordination across delivery teams.

Atlassian Solutions Consultant / Business Analyst

Vana Solutions | January–June 2022

- Led stakeholder discovery and process mapping; translated operational needs into future-state workflows, requirements, prioritized backlogs, platform configurations, and implementation recommendations.

Atlassian Platform Administrator / Help Desk Manager

Concept Solutions | March 2020–January 2022

- Led a five-person FAA/Air Force service-delivery team, standardizing intake, triage, escalation, SLA visibility, onboarding, and reusable knowledge.
- Redesigned FAA Confluence spaces and Jira configurations to improve information access, service operations, and leadership reporting.

Agile Business Analyst / Premier Client Support Specialist

Affinity Corporation | June 2018–January 2020

- Connected DoD users and software-delivery teams through user stories, acceptance criteria, defect priorities, QA/UAT, and release-readiness activities.

Enterprise IT Support Analyst

URS / AECOM | June 2011–March 2018

- Delivered Tier 1–2 enterprise support, incident escalation, troubleshooting, user training, and knowledge documentation in SLA-driven environments.

APPLIED AI AND VOLUNTEER WORK

- Independent practice: build custom GPTs, agents, and automated workflows; compare model outputs, verify evidence, and define human review boundaries for practical use cases.
- Veterans Forge, volunteer, 2026–Present: contribute AI curriculum, instructor enablement, program operations, and practical training in prompting, verification, responsible use, and workplace applications.

CERTIFICATIONS AND EDUCATION

Project Management Professional (PMP), 2026 • Professional Scrum Master I, 2026
SAFe Agilist, 2026 • SAFe Product Owner/Product Manager, 2026
ISC2 Certified in Cybersecurity (CC), 2026

Bachelor of Arts, Political Science | University of Lynchburg

Selected training: Atlassian JSM administration and Jira workflows; Anthropic AI Fluency and Teaching AI Fluency; AI Security for Product Teams; DAU acquisition coursework.