



ANGELA SCOTT

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Summary

Technical Program Manager with 10+ years leading engineering execution, cross-functional initiatives, and delivery improvements across payments platforms and consumer technology. Background spanning customer experience, quality engineering, and TPM leadership, bringing a unique perspective on where delivery breaks down and how teams move forward.

Skills

- Program & Project Management
- Strategic Planning
- Process Improvement & Change Management
- Cross-Functional Leadership
- Executive Communication & Stakeholder Alignment
- Architecture Reviews
- API & Microservice Coordination
- Release & SDLC Management
- CI/CD Practices
- Engineering Roadmaps & Execution Planning
- Platform Integrations
- AI Workflow Automation
- Data-Driven Decision Making

Experience

Vimeo | Remote

Senior Technical Program Manager, Payments

07/2025 - 04/2026

Owned execution of strategic engineering initiatives across a 30+ engineer Payments organization, partnering with Product and Engineering to drive program planning, project scoping, and delivery.

- Established execution frameworks and SQL-based reporting dashboards across dependency tracking, release readiness, KPI reviews, and delivery health metrics, improving visibility into risks and enabling data-driven prioritization.
- Delivered three strategic initiatives within the first 90 days, accelerating execution across the Payments organization.
- Partnered with Engineering leads to manage API and microservice dependencies across payments and tax services, surfacing integration risks and influencing implementation sequencing, scope decisions, and technical tradeoffs before release.
- Automated engineering operations workflows using Gemini, NotebookLM, and Slack integrations to standardize reporting, improve delivery visibility, and reduce manual effort across distributed teams.

Role concluded following company restructuring.

Zillow

Software QA Engineer(Technical Program Leadership)

03/2021 - 11/2024

- Served as technical program lead across three concurrent engineering teams.
- Led cross-functional execution for Seller Questionnaire and Search Migration initiatives, coordinating architecture reviews, dependency resolution, and release sequencing to align technical tradeoffs and deliver on schedule.
- Translated engineering health data into KPI dashboards tracking: deployment frequency, defect escape rate, and cycle time, giving

leadership the visibility needed to make data-informed execution decisions.

- Implemented an automation and quality strategy that reduced production defects 82% (measured through monthly incident tracking) and shortened release cycles 50%.

Zillow Group | San Francisco, California
Software Quality Engineer, Test Lead
01/2017 - 03/2021

- Owned quality strategy across engineering, product and platform teams for Zillow Group-wide infrastructure migration initiative to improve property listing data quality, coverage, and frequency of updates
- Evaluated and implemented test management solutions to improve quality operations, leading vendor selection, tool assessment, budget planning, TestRail implementation, and workflow integration to improve visibility and execution tracking across QA teams.
- Established release governance practices across iOS, Android, and backend teams.
- Built repeatable quality operating mechanisms including release readiness criteria, defect tracking, automation prioritization frameworks, and engineering health reporting, enabling teams and leadership to identify risks earlier and make data-informed delivery decisions.

Trulia (acquired by Zillow)
Marketing Manager, Consumer Experience
06/2015 - 01/2017

- Built Trulia's first Consumer Care organization from 0→1, establishing the operating model, governance, team processes, SLAs, and performance metrics that enabled the function to scale with the business; reduced negative brand sentiment by 52%, and improved resolution times by 35%.
- Created Trulia's Help Center operating model by analyzing support data to identify self-service opportunities and optimizing content workflows, increasing self-service engagement by 115% and reducing support dependency.
- Directed the Salesforce-to-Zendesk CRM migration across web and mobile support channels, performing systems analysis, translating business requirements into technical workflows, preserving data integrity, and driving operational adoption.

Trulia (acquired by Zillow)
Customer Support Operations Lead, Rentals
09/2010 - 06/2015

- Created marketplace inventory dashboards and KPI frameworks, transforming fragmented data into actionable insights for Sales teams to identify high-value rental communities and prioritize acquisition efforts.
- Led cross-functional fraud prevention initiative, reducing fraudulent listings over 60% through operational controls, reporting, and workflow improvements.

Education and Training

University of California, Riverside | Riverside, CA
Spanish Literature And Linguistics
06/2006

Certifications & Licenses

- Certified Scrum Master (CSM)
- AWS Certified Cloud Practitioner

Tools

JIRA • Confluence • Airtable • SQL • Gemini • NotebookLM • Claude • Slack • DataDog • Snowflake • TestRail