

JENNIFER LYN PARSONS

ENGINEERING MANAGER

[linkedin.com/in/jenniferlynparsons](https://www.linkedin.com/in/jenniferlynparsons)
github.com/jenniferlynparsons

jenniferlynparsons@gmail.com
aquantityofstuff.com

SUMMARY

Software engineering leader with 15 years of industry experience and a proven ability to build high-performing distributed teams. Transforms struggling teams into successful ones through trust, clear communication, and technical excellence. Delivers impactful solutions from government services to e-commerce platforms while developing engineers' careers. Brings deep frontend expertise and a commitment to accessibility and sustainable team practices.

My goal as an engineering manager is to empower those that report to me, enabling them to grow as technical experts and leaders.

STRENGTHS

LEADERSHIP

Solid experience in leading and growing teams, managing engineers, and empowering reports

TECHNICAL EXPERTISE

Skilled in full-stack web-based application development, unit and end-to-end testing, and accessibility

COMMUNICATION

Proficient in fostering clear communication with clients, team representatives, and across different practices

REMOTE EXPERIENCE

Thrives in the remote work environment and have led distributed teams for over 10 years

HIGH TRUST

Cleared background investigations and basic cybersecurity and anti-terrorism training to work on government projects that require a high level of Public Trust

TRUSS | Multiple roles | 2020 - Present

In multiple roles, I led and grew distributed teams and managed engineers building full-stack web-based applications for clients in the civic and government spaces.

TEAM LEAD & ENGINEERING MANAGER | June 2022 - Present

Led and grew distributed teams while managing engineers and driving organizational change.

DIRECT FILE IMPACT

- Helped build and launch IRS Direct File, a groundbreaking program that let 140,000 Americans file their taxes for free in 2024, growing to serve 32 million Americans in 2025
- Built reliable features and robust testing practices during the pilot phase to ensure a smooth launch for taxpayers
- Strengthened team effectiveness through cross-functional collaboration and active mentoring of new engineers

LEADERSHIP IMPACT

- Transformed a team from struggling to stellar in 4 months by rebuilding trust, empowering engineers, and creating space for open communication
- Developed a discovery process that helped engineers deeply understand their work before coding, leading to more predictable delivery
- Built a culture where engineers felt safe to experiment and grow, directly leading to multiple promotions and stronger team retention

PEOPLE MANAGEMENT

- Mentored and supported six engineers from Junior to Senior level, helping them grow their skills and advance their careers
- Created custom support plans for engineers going through tough times, keeping them engaged and productive while respecting their needs
- Developed the company's first structured PIP process, giving managers clear tools to help struggling engineers succeed

PREVIOUS ROLES AT TRUSS

SR SOFTWARE ENGINEER & SOFTWARE ENGINEER III | NOVEMBER 2020 - MARCH 2022

- Boosted frontend test coverage by 40% while making tests more reliable and easier to maintain
- Successfully championed migration to React Testing Library, improving developer experience
- Created clear technical documentation and delivered internal presentations on effective pair programming

LUNA STATION QUARTERLY | Publisher & Editor-In-Chief | 2010 - Present

Demonstrated sustained success in remote leadership while building and scaling an award-winning publication.

- Built and led a fully distributed team of 15+ editors through structured hiring processes
- Created scalable documentation and knowledge-sharing systems that maintain quality across a distributed team
- Transformed operations through strategic tool selection and process automation, improving efficiency and quality

EXPERTISE

SOME OF MY TOOLSET

- JavaScript/TypeScript
- CSS
- HTML
- React/GraphQL
- Tailwind
- Astro
- React Testing Library
- Enzyme

PROFESSIONAL INTERESTS

- Empowering engineers to do their best work
- Accessibility advocacy
- User advocacy
- Mentorship
- Documentation
- Humane Technology
- Best Practices

OTHER GENERAL SKILLS

- Self Starter
- Passionate learner & mentor
- Good design eye
- Seasoned remote worker

MISCELLANY

I find joy in baseball, tea, video games, comics books, discovering music new and old, and making analog things.

LAB ZERO INNOVATIONS | Software Engineer | 2017 - 2020

Built full-stack applications for Fortune 10 clients while driving improvements in code quality and accessibility.

- Created robust React, GraphQL & TypeScript applications that helped Fortune 10 clients streamline their digital operations
- Established frontend best practices and toolsets that improved team consistency and development velocity
- Advocated for and implemented accessibility improvements that aligned with client compliance requirements

SOORYEN TECHNOLOGIES | Sr Frontend Developer | 2014 - 2017

Led technical initiatives and mentored developers at this consultancy while delivering improvements for major e-commerce clients.

- Improved conversion rates for 1800Flowers family of brands through mobile sites and feature enhancements
- Led Web Payments API implementation as Tech Lead and Architect, streamlining customer checkout experience
- Managed Bloomreach partnership serving top 100 e-commerce merchants, improving search and conversion metrics

EARLIER EXPERIENCE

WEB DESIGNER/DEVELOPER at Brimar Industries and Rayogram (2010 - 2014)

Built e-commerce sites, implemented cross-browser testing, and developed Drupal templates and modules for client websites.

PRINT PRODUCTION MANAGEMENT at Bernard Hodes Group & Princeton Packet Group (1998 - 2009)

Led production teams, coordinated multiple publications, and managed transitions to new technologies.