

Jennifer Parsons

Software Engineering Manager

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Engineering manager, 17+ years in software, 4+ years leading distributed teams of six to eight engineers plus up to six matrixed direct reports. I take over teams that aren't working: a struggling team at Truss, a leaderless one at Travelers mid-acquisition, both back to predictable delivery inside four months. I own team health, delivery predictability, and engineer growth, and partner with staff engineers on technical direction. Nine years fully remote, most of it civic tech: IRS Direct File, campaign finance transparency, voting infrastructure.

Skills

Engineering Management | Team Leadership | Performance Management | Career Development | Mentorship | Hiring | Onboarding | Remote & Distributed Teams | Stakeholder Management | Cross-Functional Collaboration | Process Improvement | Change Management | Agile | Kanban | Scrum | AI-Assisted Development | JavaScript | TypeScript | React | Design Systems | Accessibility (WCAG)

Professional Experience

[Sway, Remote](#) | **Senior Software Engineer (Contract)** | July 2026 – Present

Public benefit corporation; nonpartisan voting coordination platform for community organizations.

- Design System Migration: Migrating an existing component system onto a new design language in React and TypeScript, structured so future design shifts roll out incrementally instead of triggering another rewrite. The architecture absorbs the repeated direction changes the team has been through this year.
- AI-Assisted Delivery: Running the migration with Claude Code as the implementation layer: writing the specifications, generating and redirecting the technical plans, and reviewing output. Work originally scoped in months is landing in weeks.

[MapLight, Remote](#) | **Software Engineering Manager (Contract)** | March 2026 – July 2026

Non-profit; transparency platform for campaign finance data. Four-month engagement scoped to engineering delivery process rather than feature output.

- Unblocking Delivery: Diagnosed through root-cause retrospectives that the director of engineering and the principal engineer had become a bottleneck for all work reaching the team, and resolved it by taking over as product point person.
- Delivery Systems: Redesigned the Jira workflow around Kanban principles to expose stalled work, wrote the team's first engineering operating guidelines, and established a backlog refinement practice with Product leadership.

[Travelers, Remote](#) | **Software Engineering Manager** | April 2025 – November 2025

Publicly traded insurance company with over 30,000 employees.

- Team Stabilization: Took over six engineers who had gone four months without a manager during a post-acquisition transition, re-establishing expectations and one-on-ones and absorbing the integration's governance overhead until the team returned to consistent sprint delivery.
- Cyber Risk Alert Migration: Led migration of automated cyber-risk alert emails with no documentation or handover, reconstructing how the system worked by building the cross-functional relationships needed to trace it.

- AI-Assisted Feedback Analysis: Used LLM tooling to synthesize peer and retrospective feedback across the team into patterns fast enough to act on during the integration.

Truss, Remote | **Software Engineering Manager** | June 2022 – April 2025

Small, private civic tech consultancy building and improving federal and state software solutions.

Led an eight-engineer team on MilMove, a 40-person DoD move-management platform program, partnering with product, design, and delivery. Separately managed up to six direct reports in a matrix organization, engineers whose careers I developed while they delivered on other teams. Contributed hands-on as an engineer on IRS Direct File.

- IRS Direct File: Contributed as an engineer and process consultant to IRS Direct File, which served 140,000 filers in its 2024 pilot and scaled to 32 million in 2025.
- Team Turnaround: Rebuilt a struggling team into a high-performing one within four months by re-establishing trust, clarifying ownership, and making it safe to raise problems early.
- Internal Consultant: Brought in by leadership to advise other teams across the company that were stuck, diagnosing delivery and communication breakdowns outside my own reporting line.
- Process and People Development: Designed a structured discovery process that gave engineers context before coding and cut mid-sprint surprises. Promoted two engineers from junior to mid, developed a senior toward staff-level scope, and built the organization's first structured PIP framework.

Senior Software Engineer / Software Engineer III | November 2020 – June 2022

- Raised frontend test coverage by 40% while improving reliability and maintainability, drove the team's migration to React Testing Library, and partnered with the accessibility team on federal compliance requirements.

Luna Station Quarterly | **Founder, Publisher, and Editor-in-Chief** | 2010 – Present

- Founded the magazine in 2010 and grew a fully distributed volunteer team from solo to 15-20 writers, editors, and designers, sustaining quarterly publication for 17 years through structured hiring, onboarding, documentation systems, and automated operations.

Lab Zero Innovations, Remote | **Software Engineer** | July 2017 – November 2020

- Delivered React, GraphQL, and TypeScript applications for Fortune 10 enterprise clients, and advocated for and implemented WCAG-aligned accessibility improvements supporting client compliance goals.

Sooryen Technologies, Remote | **Senior Front-End Developer** | August 2014 – July 2017

- Served as Tech Lead and Architect for the Web Payments API implementation, modernizing customer checkout. Drove conversion work for the 1800Flowers brand family and managed the Bloomreach partnership supporting top-100 e-commerce merchants.

Earlier

- Web Designer and Developer, Brimar Industries and Rayogram
- Production Studio Manager, Bernard Hodes Group and Princeton Packet Group.