

ISABELA HARRINGTON

Technical Program Management Leader | Product Development & Delivery

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SUMMARY

Technical Program Management leader with 15+ years driving software product delivery from concept to launch. Scaled TPM disciplines for P&T organizations of 2,000+; led Agile/Lean and AI transformations; and built high-performance teams spanning Engineering, QA, and UX. Proven track record of driving a culture of high accountability, surfacing delivery risks early, and establishing durable operating models that drive growth.

EXPERIENCE

Procore

Aug 2023 - Present

Director, Technical Program Management

- Develop and coach TPMs; advance program management competency for a 1,800+ person P&T organization.
- Manage the R&D operational rhythm; optimize PDLC, release enablement, and Bug SLAs to ensure high-quality execution.
- Directly manage critical cross-functional initiatives, partnering with architects and engineers to probe technical decisions and align on reliability standards.
- Serve as part-time Chief of Staff for engineering leadership—driving MBR cycles and executive narratives while maintaining delivery health KPIs and dashboards across the R&D organization.
- Partner with Finance and Talent Acquisition to oversee R&D budget tracking, headcount planning, and resource pacing.
- Lead the Agentic SDLC workstream as part of the P&T-wide Agentic transformation.

Indeed

Nov 2021 - Apr 2023

Regional Director, Functions Office

- Standardized engineering and product onboarding programs across business units, increasing execution velocity.
- Managed accelerator programs and strategic alignment initiatives to improve overall program efficiency.
- Led the pay equity initiative, establishing measurement systems to identify and correct compensation gaps.
- Directed Indeed University: integrated 137 new graduates, contributing to Indeed's rank as a top workplace for entry-level talent.

Bluebeam

Mar 2019 - Aug 2021

Senior Director, Product Delivery Management

- Established the program management discipline from scratch, scaling to a 12-person team supporting \$193M in annual revenue.
- Led enterprise Agile transformation for 300+ employees, improving transparency, product quality, and delivery pace.
- Managed product operations to translate strategy into a prioritized roadmap, maximizing R&D investment returns.

LegalZoom

Dec 2015 – Feb 2019

Product Operations Director

- Incubated the Group Plans unit, scaling a 35-person cross-functional team to validate new revenue streams.
- Owned LifePlan strategy and roadmap; grew membership from 0 to 60,000 in 18 months, generating \$4M in revenue.
- Aligned UX, Design, Engineering, and QA teams to improve collaboration and execution consistency.

IAC / Ask.com / Dictionary.com

May 2014 – Nov 2015

Senior Program Manager

- Managed the initiative portfolio for Platform Services; implemented quarterly strategic planning and governance.
- Incubated two content properties, validating new revenue streams through rapid launch and iteration.

StubHub (eBay)

May 2010 – May 2014

Operational Excellence Manager

- Led Agile transformation for 200+ employees, shifting culture toward frequent delivery and customer feedback.
- Managed six program managers supporting \$246M in annual revenue streams.
- Directed 20+ product initiatives with an \$18M annual resource budget.

OTHER ROLES

LeapFrog Enterprises – Senior Program / Product Manager

American Express – Call Center Manager

EDUCATION

Master of Science, Finance

Bachelor of Science, Business Administration

CORE SKILLS & TOOLS

Leadership: TPM & Product Management, People Leadership, Agile at Scale, Executive Communication, AI Adoption.

Tools: Jira, Confluence, Miro, Figma, Lucidchart, Tableau, Cursor, Claude, NotebookLM, Gemini, Microsoft Office, Smartsheet.

CERTIFICATIONS

PMP | Agile CSM & CSP | SAFe SPC & SA | Six Sigma Green Belt | TQM 55

American Express Leadership Program | eBay Leadership Program

LANGUAGES

English | Portuguese | Spanish | French