

Jessica Lord

Technical Product Leadership

jess.lord@gmail.com | jlord.computer/about
Dual US/UK citizen | London, UK or Remote

I am excited to be returning to work after electing to spend a restful year focused on my Long Covid recovery.

I'm an experienced product and engineering leader with a career focused on developer tools, civic tech and open source. And from my architecture background to technology, I've been passionate about documenting and communicating the process to stakeholders and users.

Work Experience

GitHub — Staff Product Manager

2021-2024

- Research and planning to bring GitHub Sponsors' \$15M a year program to regulatory compliance.
- Worked closely with stakeholders at large companies funding open source as well as maintainers of foundational open source projects to inform my Sponsors team roadmaps.
- Conducted user research and built roadmap for GitHub's open source developers as a part of a Maintainer Love project.
- Lead planning and successful pitching for investment in scaling the Notifications team's 250M messages per day delivery backend.
- Prioritised and became one of the first teams to meet Microsoft's accessibility standards.
- Collaborated across multiple external organisations to bring feature compatibility to GitHub's chat integrations.

Open Source Sustainability
& Product Leadership — Remote

Glitch — Engineering Manager → Director of Engineering

2019-2021

- As a small startup I was involved with many aspects of business and funding cycle considerations.
- Worked directly with executives to determine engineering, product and operations strategies.
- Created roadmaps and product specs for front and backend engineering teams.
- Line managed a team of engineers, designers and support staff.
- Worked closely with Marketing to shape our messaging.
- Played a critical role in building up the engineering org from scratch including development of hiring and collaboration practices.

Engineering & Product
Leadership, Startup —
New York City, NY

Splice — Software Engineer

2018-2019

- Worked on the feature development, data integrity, documentation and maintenance of the Splice API used by the website and Electron desktop application.
- Wrote RFCs to define project scope and implementation as well as worked with designers and product managers on the experience of the final feature.
- Was a member of a flex team recovering and organising payment and product usage data for leadership.

Golang, SQL —
New York City, NY

MongoDB — Software Engineer

2017-2018

- Worked to scope a new product's integration with the MongoDB Stitch (BaS) API and guide initial direction.
- Implemented specifications and features to support MongoDB 3.6 on the open source Node.js driver.

Node.js, React, Electron —
New York City, NY

Work Experience — Continued

GitHub — Software Engineer

2013-2016

- Created the Electron team (now under Microsoft) and the product roadmap to launch Electron v1.0.
- Built educational tooling and documentation to support Electron adoption including conference talks.
- Contributed as a developer to the Atom text editor Node.js project.
- Worked across github.com and its microsites, inclusive of frontend development and design.
- Helped build and launch the initial GitHub for Government initiative.
- Began and lead Patchwork, GitHub's in-person community event for beginners, developing the curriculum and tools.

Node.js, Electron, Product, community events — San Francisco, CA

Code for America — 2012 Fellow

2012

- A year long fellowship in which I worked with stakeholders at the city of Macon, Georgia and created an open source tool for visualising government spending by connecting websites to Google Spreadsheets and enabling city employees to maintain their own website.
- This tool later became an open source library with funding from a Knight-Mozilla OpenNews Grant.

Javascript, Wordpress — San Francisco, CA

City of Boston — Urban Designer

2008-2011

- As part of the city's Urban Design Technology Group, I helped develop design guidelines, conduct design reviews and build narrative and presentation materials for the Mayor's vision for an Innovation District.
- A part of hosting community meetings, creating materials and collecting feedback to bring the public into the planning process.
- Earned LEED Neighbourhood Development accreditation.

LEED ND* — Boston, MA

Rutledge & Alcock — Architectural Designer

2007-2008

- As a new architecture graduate at a small firm, I worked with clients and projects at all stages from initial meetings and sketches to creating final construction documents using Autodesk Revit.
- Earned LEED Building Design & Construction accreditation.

LEED BD&C* — Atlanta, GA

** Leadership in Energy and Environmental Design (LEED) certifications have not been maintained since I've focused my career on technology.*

Fellowships, Grants & Freelance

Gehl Institute — Data Fellowship 2019

Worked with the urban design firm's non-profit arm to open source their Public Life Data Protocol that standardises measuring activity in a city.

Knight-Mozilla OpenNews — Code Sprint Grant 2013

Evolved my Code for America project into a standalone JavaScript library to simplify using spreadsheets as databases on websites.

Freelance —

Product Mentorship 2021

A three-month contract to mentor a product manager at a startup.

Education

Georgia Institute of Technology — Bachelor of Science in Architecture

2002-2007

École nationale supérieure d'architecture de Paris-La Villette

2005-2006