

Joe Kuykendall

Product Governance | Enterprise Effectiveness & Insights

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Portfolio: joekuykendall.com

Mission-minded leader with 13+ years of experience directing complex organizations, leading cross-functional and senior-level teams, and providing executive-level data-informed insights to shape strategy and performance. Skilled in data governance, reporting systems, analytics, portfolio monitoring, and aligning complex organizations around clear decision-making and measurable impact. A collaborative, servant leader committed to IJM's mission and values, building cultures of clarity, accountability, and excellence.

Technical Skills: Project Management, DevOps, SAFe® Agile,

Project and Software Management Tools –Jira, Git, Azure DevOps, Rally, MS Suite, Eggplant, Jenkins, Salesforce, Selenium, Tableau, MS Power BI

Languages and Frameworks – Python, PHP, R, Java, JavaScript, MySQL, MS SQL

Experience

International Justice Mission

Arlington, VA

Specialist, Product Governance

May 2025 - Present

- Ensure IJM's digital platforms align with global program needs and drive meaningful impact through governance, oversight, and strategic product leadership.
- Maintain accurate, up-to-date programmatic processes in partnership with global and local experts.
- Direct product governance for JDS and PC, aligning data requirements, quality standards, and reporting needs across Aftercare, Legal, Advocacy, and regional program teams.
- Collaborate with Global Programs and regional teams to strengthen data governance, reporting processes, and adoption of shared data practices.
- Develop and manage product roadmaps and OKRs, ensuring alignment with IJM's mission and enterprise strategy.
- Oversee release management, quality assurance, and communication for product updates.
- Champion Human-Centered Design by incorporating continuous feedback and iteration into platform development.
- Coordinate cross-functional and multicultural team including senior contributors and business analysts to ensure alignment and clarity in execution.

NASA Solutions Architect*CACI – Reston, VA**SAIC – Reston, VA***Marshall Space Flight Center, Huntsville, AL***November 2024 – April 2025**February 2023 – October 2024*

- Led senior technical teams responsible for enterprise identity and access management, analytics, and reporting, providing insights directly impacting NASA's security posture and executive oversight.
- Directed and mentored cross-functional teams of senior engineers, analysts, and developers in support of Identity, Credential, and Access Management (ICAM) services for NASA, incorporating data analytics and SQL queries to optimize system performance and identify patterns related to access behavior. This includes developing Python-based scripts for automation, data extraction from relational databases, and data analysis, enabling more efficient operations and reporting. Conducts research on emerging technologies and security best practices to ensure ICAM solutions remain innovative and secure.
- Supports the development life cycle utilizing Agile methodology, ensuring that functional and technical requirements are collected and stored in qTest. Implements data visualization tools (e.g., Power BI, Tableau) and SQL-based reporting solutions to provide stakeholders with clear insights on development progress, defect trends, and testing outcomes.
- Identifies and mitigates existing business risks or risks associated with solution architecture by leveraging data analytics and SQL-based monitoring to proactively detect vulnerabilities, anomalies, and performance bottlenecks. Utilizes data-driven risk assessments to inform architectural decisions and ensure secure, scalable solutions.

Oracle*Task Order Owner / Senior Federal PM***Austin, TX***August 2022 – February 2023*

- Managed stakeholder expectations and relationships from end users to governing board members, using data analytics and visualization tools (e.g., Power BI, Tableau) to provide real-time project status updates, test coverage insights, and risk assessments for improved decision-making.
- Maintained schedule, budget, and forecasting for the project, custom tools, and Quality Engineering team, leveraging Python scripts for data analysis to optimize resource allocation, track budget variances, and generate automated performance reports.
- Oversaw a team of 8 Software Quality Assurance engineers, 4 Testers, and 4 Subject Matter Experts in utilizing Eggplant and AI/ML technologies to automate testing suites and analyze test data for performance patterns and defect trends, enhancing test efficiency and coverage.
- Directed budgets, forecasting, and resource planning using data analysis and reporting.

Veterans EZ Info, Inc. (VetsEZ)*Portfolio/Program Manager / Senior Project Manager***San Diego, CA***September 2018 – July 2022*

- Managed and oversaw the successful completion of technical projects to ensure on-time and within budget delivery of services. Serves as a major contributor in leading and managing change on the program and portfolio level in support of organizational transformation towards DevOps software development.

- As a Project Manager, manages 4 project teams in an Agile environment, realizing success through application of SAFe Agile methodologies and exceptional coaching/mentorship resulting in increased software delivery times by 200%.
- Leads and manages total staff of 8 direct report Project Managers to lead a portfolio effort of 49 team members across multiple scrum teams engaged in administering complex IT infrastructure development and sustainment efforts.
- Outlines work plans, determines resources, writes timelines, and generates initial budgets as part of project planning.

Project Manager / Senior Technical Writer

August 2014 – September 2018

- Supported senior leadership and department leaders by completing projects and resolving project issues under tight budgets and schedule demands.
- Adjusted project plans and sets to account for dynamic targets, staffing changes and operational specifications with 100% successful delivery rate.
- Developed and implemented internal Standard Operating Procedures (SOPs).

Education

Quantic School of Business & Technology

Washington, D.C.

Executive Master of Business Administration (EMBA)

Southeastern Baptist Theological Seminary

Wake Forest, North Carolina

Master of Divinity (MDiv) Christian Ministry

Western Governors University

Salt Lake City, Utah

Bachelor of Science (BS) Data Analytics

Mississippi College

Clinton, Mississippi

Bachelor of Arts (BA) English

Certifications

- Certified SAFe® 6 Release Train Engineer
- Certified SAFe® 6 Lean Portfolio Manager
- Certified SAFe® 6 Product Owner Product Manager
- Certified SAFe® 6 DevOps Practitioner
- Certified SAFe® 6 Agilist
- Profession Scrum Master (PSM I)
- AWS Certified Cloud Practitioner
- AWS Partner: Accreditation (Business & Technical)
- Data Analyst Accelerator
- ITIL Foundations
- Google Data Analytics
- Google Cybersecurity Professional
- Google IT Support
- CompTIA A+
- CompTIA Data+