

Joy L. Brown

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Professional Summary

Project Coordinator with experience supporting cross-functional teams, facilitating Agile delivery, and ensuring execution across compliance-driven environments. Skilled in coordinating timelines, maintaining documentation, and supporting stakeholders to drive outcomes in fast-paced, remote, and client-facing settings.

Core Skills

Project coordination, task and action-item tracking, timeline support, status reporting, process documentation; Jira, Confluence, Slack, Salesforce, Microsoft Office, Google Workspace

Professional Experience

- **Innova Solutions** – PJM / Scrum Extern | Remote (Oct 2025 – Dec 2025)
 - Facilitated Agile ceremonies including daily stand-ups, sprint planning, and retrospectives for cross-functional delivery teams
 - Tracked sprint tasks, action items, and delivery timelines across multiple workstreams
 - Maintained onboarding materials, process documentation, and reference guides to support consistent execution
 - Coordinated communication between team members and stakeholders to support delivery milestones and follow-up
 - Supported project delivery in a remote environment while managing competing priorities and deadlines
 - Acted as a coordination point between delivery teams and stakeholders to ensure alignment on sprint goals and follow-ups
- **Berkley One** – Support Specialist III | Wilmington, DE (Apr 2022 – July 2025)
 - Processed high-net-worth personal lines insurance applications, including property, vehicle, and specialty coverage
 - Served as first point of contact for clients reporting claims such as fire, flood, or auto accidents, accurately documenting details and routing cases appropriately
 - Partnered with insurance brokers to review applications, answer coverage questions, and support policy binding decisions
 - Assisted brokers and clients via phone and chat, ensuring accurate information exchange and timely resolution
 - Maintained detailed records across multiple systems in a regulated insurance environment, adhering to compliance and documentation standards

- **Discover Financial** – Administrative Assistant | New Castle, DE (Aug 2018 – Apr 2022)
 - Provided direct administrative support to a Vice President, managing daily calendars, prioritizing meetings, and adapting schedules to last-minute changes
 - Facilitated meetings and events, including conference room reservations, catering, audio/visual setup, and logistics for team meetings and all-hands sessions
 - Arranged business travel and prepared expense reports using internal Capital One systems, ensuring timely and accurate submission
 - Prepared professional business communications including memos, letters, and executive correspondence
 - Supported team operations by coordinating supplies, events, and cross-team activities while maintaining strong working relationships with executives and administrative staff
 - Assisted with general administrative duties, ad-hoc projects, and committee support in a fast-paced corporate environment
- **State of Delaware** – Administrative Assistant | Wilmington, DE (Jun 2011 – Aug 2018)
 - Developed and followed a structured workflow to ensure judicial orders were accurately typed, processed, and distributed to all parties within mandated 30-day deadlines
 - Prepared, reviewed, and finalized court orders for judges, ensuring accuracy, completeness, and compliance with court procedures
 - Tracked order status and coordinated timely delivery of legal documentation to involved parties
 - Managed sensitive case information with discretion while supporting judges and court staff in a high-accountability environment
 - Maintained detailed records and supported scheduling and administrative operations within chambers

Education & Certifications

- Code Differently – Code Society 25.2 AI Powered Software Engineering Bootcamp (Dec 2025)
- Certified Scrum Master, Scrum Alliance (2025)
- Responsive Web Design, FreeCodeCamp (2025)

Professional Organizations

- Baddies in Tech, Member | 2025 - present