

# Jessica Claire

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## Professional Summary

End-to-end product leader, successful in bringing products from inception to rollout with efficiency and speed. Multitasks in a global environment. Identifies organizational and business requirements and supplies solutions in resource-constrained environments. Manages virtual teams in different locations, completing long-term goals and delivering a wide variety of solutions.

## Skills

- Go-to-Market Strategies
  - Product Launch
  - Resource Allocation
  - Business Development
  - Agile Product Management
- Product Roadmaps
  - Process Improvement
  - Operations Management
  - Pricing & Revenue Modeling
  - Staff Training & Development

## Work History

- 01/2018 to 01/2020

**Director of Product Management**  
**First American Financial** – Chantilly, VA

  - Oversaw product design and roadmap and coordinated all aspects of development and rollout.
  - Created annual budget and developed comprehensive plan to accomplish company objectives while staying within budget.
  - Worked closely with organizational leadership, including board of directors, to strategically affect direction of operations.
  - Focused teams on developing innovative and cutting-edge approaches at all levels with effective resource allocation and strategic planning.
  - Reached conformity with product quality specifications by suggesting corrective actions.
  - Developed and maintained positive relationships with employees.
  - Made recommendations for changes in funding process and policies based on data and judgment.
  - Worked collaboratively with developers, senior-level stakeholders and partners to collect data on deficiencies and provide solutions to long-standing issues.
  - Met strict deadlines, coordinating all moving parts in product team and orchestrating well-designed flow.
  - Reduced customer service complaints 90% by designing new methods of resolution.
- 01/2013 to 01/2018

**Director of Product Management**  
**First American Financial** – Cheyenne, WY

Drove the success and expansion of multiple platforms by liaising with our technology team to ensure work is neither overlooked nor duplicated. Prioritized and managed multiple projects independently and simultaneously while adapting to changing priorities and timelines. Responsible for overall progress and efficient use of resources, initiating corrective action where necessary. Successfully managed multiple product life cycles from strategic planning to development, testing, and product releases

  - Planned and ensured all tasks are identified and captured in the project planning process. Defining and documenting project resource needs, budget, constraints and deliverables
  - Created and implemented strategies to drive growth which resulted in increasing sales by 35% in two consecutive years by selling SOWs to existing contracts and cross selling to new clients
  - Helped develop the sales tools that support the sales process of the products that I managed while playing a key role to drive sales and profit margins
  - Increased profit margin for products managed by 50% by transferring select activities to global resources and reducing costs
  - Reduced development time by 30% and brought products to market earlier by increasing team execution, keeping the project on track from a timeline, resource, and technology perspective and removing any barriers for the project team. Ensured all critical project issues are resolved prior to launch.
  - Provided client system uptime in 2 hours after datacenter emergency while preserving 100% of data
  - Lead and Managed on site and virtual cross-functional teams of product managers, designers, engineers, and QA, through the end-to-end project management life-cycle, that successfully designed, built, and deployed new platforms ahead of schedule
  - Assisted with developing requirements gathering and mockups for development teams and quality assurance, from project initiation to completion, while coordinating releases
  - Business Process Improvement: Identified and pursued business process optimization opportunities in order to achieve a higher level of operational efficiency across the division.
  - Status Reporting: Communicated project progress to all business stakeholders and the project sponsor on a recurring basis.
  - Ensured all necessary project documents are being created and reviewed to gain appropriate business sign-off.
  - Problem Resolution/Managing Project Risk: Kept all tasks on track and ensured all risks are documented, prioritized, and mitigated prior to production launch.
  - Worked with operations, legal, risk, and compliance while coordinating with trading and technology teams when launching new strategies. Solutions are tailored to drive and ensure proper execution and implementation to fit client organizational culture, improving efficiency, mitigating risks, and increasing retention and satisfaction
  - Maintained a 97% customer satisfaction rating for 5 years in a row
  - Increased employee retention and satisfaction rates by recognizing team member accomplishments, providing empowerment, and recolonizing team members where appropriate
  - Managed multiple AI projects, aggregating, repurposing, and delivering content dynamically to clients, effectively reducing cost and providing a better customer experience
- 01/2008 to 12/2011

**Vice President, Product Specialist and Sales**  
**Iqvia Holdings Inc** – Beckley, WV

Validated cost structures and ensured efficiencies by reviewing and analyzing internal systems with Senior Management

  - Interviewed business leaders, understanding priorities and future expansion, while aligning technology projects to business requirements
  - Served as liaison between different product, functional, and geographic groups by providing oversight of budget planning and communication of plans and priorities to all regions and senior management
  - Resolved issues raised by establishing 1st line support teams in a timely and high-quality manner, applying strong technical aids, good business knowledge, and problem-solving skills
  - Managed new releases by coordinating between delivery and App Support teams
  - Resolved issues and recommended actions based on production and compliance reports.
- 01/2002 to 01/2007

**Associate Communicator** – City, STATE

Escalated all issues to internal and external Senior Management for immediate resolution. Prepared and presented status on negotiation aged issues and client progress within on-boarding through weekly management reports and meetings.

  - Created training programs for team members ensuring understanding of systems supported
  - Analyzed systems, ensuring efficiencies and best practice achievement
  - Participated in testing of system enhancements
  - Processed daily reports and notified clients of exceptions and errors
  - Maximized customer interactions by promptly identifying needs and wants.

## Education

- 08/1996
- Bachelor of Science: Computer and Information Systems**  
**Arab Academy For Science And Technology** - Alexandria