ELARA MONROE

Platform Product Manager

✉ e.monroe@email.com   📞 (123) 456-7890   📍 Alpharetta, GA

in LinkedIn

WORK EXPERIENCE

Platform Product Manager

Equifax

📅 2021 - current   📍 Alpharetta, GA

- Led the product development cycle using Jira, coordinating tasks across four cross-functional teams
- Managed product roadmap and prioritization with Aha!, **fostering the release of 8 new features** within the year
- Expedited response by 23% across global teams with Slack
- Utilized Google Analytics to analyze platform usage, identifying three key areas for improvement

Associate Product Manager

Verizon

📅 2018 - 2021   📍 Alpharetta, GA

- Collaborated with 2 teams with Trello to track 14 initiatives
- Coordinated product updates and feedback in Confluence, expediting issue resolution by 27%
- Worked with engineering teams to document user stories in Jira, helping to **prioritize bug fixes for 6 mobile apps**
- Used Zendesk to analyze 513 customer tickets, working with product teams to enhance user experience

Product Coordinator

Gusto

📅 2015 - 2018   📍 Atlanta, GA

- Supervised the product backlog in Productboard, aligning customer feedback and internal priorities
- Headed meetings via Microsoft Teams, improving team efficiency and **speeding up project delivery by 17%**
- Organized and tracked product tasks using Asana, ensuring the prompt launch of 3 new payroll integrations
- Gathered user insights using Google Analytics, informing the launch of a feature benefiting 1,024 businesses

EDUCATION

Bachelor of Science
Computer Science

Georgia Institute of Technology

📅 2009 - 2015

📍 Atlanta, GA

SKILLS

- Jira
- Trello
- Asana
- Aha!
- Productboard
- Confluence
- Slack
- Microsoft Teams
- Zendesk
- Google Analytics