

# Felix Morec

## Senior Program Manager

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(123) 456-7890

Brooklyn, NY

[LinkedIn](#)

### WORK EXPERIENCE

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#### Stripe - Senior Program Manager

May 2017 - current

New York, NY

- Worked to build scalable infrastructure for 6 customer experience teams
- Built and executed a data-driven strategy for start-up and enterprise user segments, ***saving over \$4M in customer experience expenses while improving customer satisfaction***
- Scoped and executed a large, multi-quarter project to provide 12 customer support specialists with technology, training, and solutions

#### Comcast - Program Manager

May 2014 - April 2017

New York, NY

- ***Improved the first response resolution rate by 25%*** and reduced contact rate by 11%
- Recruited, hired, and managed a team of 6 project managers and 1 associate program manager
- Established a novel product line centered around emerging communications technologies for commercial markets

#### Battelle - Program Manager

April 2011 - May 2014

New York, NY

- Led the development of an Intellectual Property portfolio to protect novel ideas and ***generate \$14M in annual revenue***
- Acted as the primary customer point of contact and implemented a loop to incorporate product data and customer feedback
- Allocated and optimized a budget of \$8M to develop 72 new products and provide long-term, sustainable impact for customers in 2013

### EDUCATION

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#### University of Pittsburgh - B.S., Computer Science

September 2007 - April 2011, GPA: 3.7

Pittsburgh, PA

### SKILLS

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Task Management; Organization; Project Ownership; Root Cause Corrective Analysis (RCCA); Microsoft Excel; Project; Agile methodologies; Platform; Story Mapping

### SUMMARY

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Senior Program Manager with 9+ years of experience building and scaling operations for quickly growing companies. I have a relentless focus on the customer, and I look forward to applying my skills at Good Rx.