




LYSANDER CROSS

IT PRODUCT MANAGER

CONTACT

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(123) 456-7890 

New York, NY 

[LinkedIn](#) 

EDUCATION

Bachelor of Science
Business and Technology
Management
New York University
2014 - 2018
New York, NY

SKILLS

JIRA
Aha!
Salesforce
Slack
Axure RP
Google Analytics
Trello
ProductPlan
Jama Connect
Optimizely

WORK EXPERIENCE

IT Product Manager

Verizon

2023 - current / New York, NY

- Spearheaded the development and launch of a new 5G product line, **increasing customer retention by 22% and generating an additional \$2.8 million in annual revenue**
- Overhauled the requirements management process using Jama Connect, reducing project scope changes by 16% and enhancing product quality
- Analyzed user engagement data using Google Analytics, identifying key trends that informed a new feature rollout and increased daily active users by 14%
- Guided an Agile development team using JIRA, improving sprint velocity by 18% and enhancing the overall quality of deliverables

Project Coordinator

IBM

2021 - 2023 / New York, NY

- **Managed project schedules and deliverables for a \$6M software development project**, achieving a 12% under-budget delivery and 100% on-time completion
- Coordinated with eight global teams using Slack, improving cross-functional collaboration and reducing project bottlenecks by 16%
- Crafted comprehensive project roadmaps using ProductPlan, aligning project timelines with organizational goals and improving stakeholder satisfaction rating metrics by 41%
- Evaluated competitive market trends using Salesforce data, which informed product positioning strategies and boosted sales by 14%

Business Analyst

Spotify

2018 - 2021 / New York, NY

- Led the implementation of a new A/B testing framework in Optimizely, increasing the effectiveness of marketing campaigns by 23%
- Designed detailed project timelines and Gantt charts using Trello, reducing project planning time by 48 hours
- Created interactive wireframes and prototypes using Axure RP, streamlining stakeholder approvals and slashing design iteration cycles by 26%
- Developed a comprehensive product roadmap using Aha!, **aligning 12 cross-functional teams and reducing product delivery timelines by eight hours**