PHAEDRA VOSS

Insurance Product Manager

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📞 (123) 456-7890
📍 Madison, WI
in LinkedIn

EDUCATION

Bachelor of Business Administration

Risk Management and Insurance

University of Wisconsin

📅 2014 - 2018
📍 Madison, WI

SKILLS

- Siemens Teamcenter
- Salesforce
- Tableau
- Guidewire PolicyCenter
- Microsoft Excel
- Compliance 360
- DocuSign
- Power BI
- RiskWatch
- Microsoft Teams

WORK EXPERIENCE

Insurance Product Manager

Exact Sciences

📅 2023 - current   📍 Madison, WI

- Strengthened the compliance framework using Compliance 360, resulting in a 31% decrease in related incidents
- Analyzed customer feedback data with Tableau, **identifying six key product enhancements that increased customer satisfaction scores by 22% over 12 months**
- Oversaw the integration of Microsoft Teams for seamless collaboration across a team of 16, achieving a seven-hour reduction in weekly meeting times
- Expanded product offerings by integrating Salesforce for automated customer segmentation, driving a 14% rise in premium sales within six months

Assistant Product Manager

Sub-Zero Group, Inc.

📅 2020 - 2023   📍 Madison, WI

- Leveraged Tableau for visualizing market research data, which **informed the successful launch of a new product line that exceeded sales forecasts by $2.3 million**
- Managed the development of eight product enhancements using Siemens Teamcenter, reducing engineering change processing time by 22% and improving product reliability
- Evaluated supplier performance data in Excel, optimizing procurement processes and reducing material costs by 8% annually
- Monitored product testing protocols with RiskWatch, reducing product defects by 22% and enhancing product safety ratings

Product Analyst

Sentry Insurance

📅 2018 - 2020   📍 Madison, WI

- Organized quarterly market research reports in Microsoft Excel, providing insights supporting a 4.9% boost in customer acquisition
- Handled and processed over 259 policy renewals per month, ensuring a 99% accuracy rate by leveraging Guidewire PolicyCenter
- Expanded the use of Power BI for claims data analysis, **uncovering and mitigating 21 fraud cases that could have cost the company $1.8 million in potential losses**
- Upgraded the policy renewal process with DocuSign, cutting document turnaround time by four minutes and improving renewal rates by 11%