

# Michelle Emmons

**Product Manager- Customer obsessed, creative, results-driven leader, and veteran**

Austin, TX

-Email me on Indeed: <http://www.indeed.com/r/Michelle-Emmons/e0c70e28ab653b76>

I am a customer focused, creative, results-driven leader, and veteran with the ability to leverage critical thinking to solve tough technical and business challenges. I am a Product Manager with a proven record influencing collaboration across cross functional teams and stakeholders to bring products to market. I roadmap products and features, evaluate scope trade-offs, priorities sprint's, groom backlogs, design system architecture, write user stories, write business requirements, and write technical product requirements. I guide the development of products to completion meeting/exceeding customer and business goals.

In my free time I enjoy helping veterans transition into tech careers. I enjoy public speaking and continue to seek opportunities to grow my skill. Recently, I moderated a Fireside Chat on Product Management at the Seattle Veteran Tech Summit. I have also sat on a panels for events such as the IEEE Global Humanitarian Technology Conference.

Authorized to work in the US for any employer

## Work Experience

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### **Product Manager MVNO**

T-Mobile - Seattle, WA

April 2019 to May 2020

As an enterprise product manager, I influence across the organization and customers to deploy valuable B2B cellular services and solutions. I am responsible for gathering requirements and use cases, developing business and product requirements, and evaluating user stories. I inspire product development for new initiatives and enhancements contributing to the wholistic solution roadmap. I prioritize features based on customer feedback and available data resulting in desired outcomes throughout the organization and with partners alike. ■ Rapidly aligned priorities with stakeholders and technical teams to deploy the fastest partner onboarding to date insuring a successful customer commercial launch and security of a customer's lucrative contract with a well-known modern food delivery service. ■ Strategic Partnership Championed solution vision for integration effort with Rig Net and onboarding to wholesale billing platform in collaboration with various IT and engineering teams as part of strategic partnership to expand T-Mobiles network in the Gulf of Mexico. ■ Identified opportunity to improve customer reconnect flow by analyzing customer data alongside operational counterparts. I advocated for a solution creating use cases and mock ups setting the priority and ensuring less overhead in the future. ■ Collaborated alongside technical teams to expand capability of an internal tool used for onboarding partners in order to cut time to launch from an average of 3 months to 2 weeks allowing customers to get their hands on the solution more quickly with a cost savings of approximately 80k per onboarding. ■ Establish and maintain partnerships across the enterprise to define, develop, manage, and drive execution of the product roadmap based on business and customer needs. ■ Act as a trusted advisor to customers and stakeholders to clearly communicate product requirements and use cases to design, and development teams (IT, engineering, and billing platform(UI)) setting the priority, assessing risks, and removing roadblocks. ■ While managing multiple projects simultaneously I set ruthless priorities and

enable fluid communication across teams to ensure success. ■ Perform business validation testing upon deployment to ensure development meets intended user need. ■ Participate in technical design and architecture with cross functional teams, network architects, engineers, and various back office teams for successful development and implementation of the requirements. ■ Provide support to partners and internal operational teams to resolve partner issues related to IT solutions, billing platforms, network connectivity, and network performance. ■ Support the Sales and Business Development team, presenting platform capabilities and aligning customer needs.

## **Operation Code Seattle Co-Lead**

Operation Code

June 2018 to January 2020

Operation Code is a Veteran ran non-profit that helps veterans and their spouses transition into Tech careers through community outreach, events, mentorship, advocacy, and scholarships. I have helped collaborate events, provided mentorship, and spoke on my own experience. This is my way of giving back to a community that has both been there for me and I can closely relate. Through this I most recently had the opportunity to moderate a Fireside Chat on Product Management at the 2018 Seattle Veteran Tech Summit.

## **Sr. Software Product Person**

Stryker

May 2018 to May 2019

As an owner of product, project, and process I communicate and inspire across stakeholders and executives. I influence cross functional teams to meet program commitments encouraging healthy team collaboration and overcoming chaos to successfully develop IOT products from concept, through integration, and product deployment. The team refers to me as the glue and I have earned a reputation for diving in to get the job done.

- \* Product Roadmap Leveraging existing technology, researching future technology, getting customer feedback, and using available data I work closely with marketing and technical teams to roadmap products and technical solutions to meet customer and market needs.

- \* Product Requirement I define business requirements, technical requirements, and user stories for technical teams to implement assigning priority based on wholistic project needs.

- \* Technical Acumen I have the ability to learn new technologies quickly and have proven myself as an asset in strategizing technical solutions for connectivity and solutions/service integration rolling up my sleeves when needed.

- \* Project Planning and Risk Mitigation I plan project activities, project schedule, and communicate priorities, working closely with technical teams to identify and mitigate project and product risks.

- \* Prioritize Tasks I give program priorities for sprint planning, lead routine meetings, and perform retrospectives for Titan Program SW teams (Applications, Platform, Signal Path, GUI, Device Services, Software Test) working closely with Services, Human Factors, Interaction Design, and Electrical Engineering.

- \* Process Improvement As a leader in process improvement I collaborated across teams to improve road mapping practices and cross team integration handoffs to give better visibility from marketing to engineering utilizing available tools such as JIRA, Confluence, Microsoft Project, Excel, and SharePoint.

- \* Data Analysis With knowledge of coding concepts I am able to quickly learn new languages and utilize tools such as excel VBA and PowerBI to analyze data and build tools.

## **Embedded Systems Engineer| Architect**

Honeywell

August 2015 to May 2018

Engage and communicate with cross functional engineering development teams, leaders, and stakeholders to transform customer needs and business requirements by road-mapping products and clearly writing technical requirements for development of new products and features, as well as to incorporate Software/ Hardware updates on existing products. I estimate scope, refine, plan, drive process improvements that align with company goals, design system architecture, perform root cause analysis, and perform validation and integration tests.

- Developed both high and low-level system requirements for hardware and embedded software, performing risk analysis, and providing solutions to meet set deadlines complying with customer and regulatory industry requirements.
- Awarded the Honeywell Bravo Award for Growth for quickly learning the skills needed to be an asset as a key focal on the IMMR project and contributing above expectations.
- Root Cause Corrective Action for existing FW and automated test development.
- Developed test plans, test procedures, as well as executed automated and manual system integration and verification testing in a lab setting insuring tests were performed correctly and thoroughly documented exceeding customer expectations and early delivery of customer driven deliverables.
- Knowledge of waterfall, Agile, SAFe, and Scrum software development methodologies
- Driving corrective action and efficient product design, exported test data via Excel data acquisition and developed Python scripts for data analysis of system discrepancies to isolate risks and route cause of SW/HW failures.
- Provided feedback on lessons learned and internal process improvements to stream line development throughout course of the Integrated Multi-Mode Receiver (IMMR) project, resulting in newly implemented agile development process cutting cost on future programs.
- Received Greenbelt certification using minitab for statistical analysis of large data sets to contribute to the improvement of manufacturing test process efficiency.
- Owned multiple projects simultaneously giving feedback to management on project scope and time resources needed resulting in %100 on time completion of project deliverables.
- Project Oversight of international team as Lead SW engineer for Radar project.

Image Possessing Research

January 2015 to June 2015

## **Software Engineer Intern**

Honeywell

June 2014 to September 2014

I worked alongside a team of interdisciplinary engineers as the primary HW development engineer for my intern project team and embedded SW intern.

- \* Managed end-to-end project plans during design, prototype, and testing for the summer intern cohort project leading my team to a successful on time delivery.
- \* Performed risk management, managed deadlines, provided day-to-day coordination of all projects and tasks for my intern project team insuring they had all the tools needed through all phases of development.
- \* Designed products using ARINC 429 terminal IC with SPI Interface and Hi-Speed USB cable communication.
- \* Communicated status and big picture to my intern team routinely relaying status updates to management.
- \* Performed System integration tests delivering test procedures and formal reports to partners and customers within strict deadlines.

## **Supervisor of the Operations Dept. and a junior enlisted**

United States Navy

November 2008 to January 2012

I successfully oversaw all operations of fleet logistics under the guidance of the Department Officer. This included managing a team of 5 to 10 operations personnel.

- \* Troubleshoot system discrepancies using schematics, maintenance manuals, and test equipment to diagnose and repair defective systems in an ever-changing and ambiguous environment.

- \* Executed A/B swaps of faulty system components.

- \* Managed tool and component inventory, performing routine tool inventory checks.

- \* Performed on aircraft system integration and verification tests.

- \* Used electronic/electrical measuring instruments and test equipment including but not limited to signal generators, voltage meters, and digital scopes used to isolate discrepancies down to component level.

Projects, Research, Community Leadership

## **Operations PM Supervisor**

United States Navy

September 2006 to January 2012

## Education

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### **BS in Electrical Engineering**

University of Washington

2015

## Skills

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- Excel (3 years)
- IEEE (Less than 1 year)
- minitab (2 years)
- Python (2 years)
- Project Management
- Risk Management
- JIRA
- Confluence
- Requirements Management
- Requirements Gathering
- Requirements Analysis
- Program Management
- Product Management
- Roadmapping
- Integration
- Project Planning
- Scheduling

- Public Speaking
- SQL
- Agile
- APIs
- Scrum
- Prototyping (1 year)
- Google Analytics (1 year)
- Confluence (3 years)
- Roadmaps

## Links

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<http://michelleengineer.com>

## Military Service

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**Branch: United States Navy**

Rank: E4

## Certifications and Licenses

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### **Lean Six Sigma Green Belt**

January 2016 to Present

### **Product Management**

Present

## Additional Information

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|previous experience

\* C, Java, Minitab, R, Python, MATLAB

\* Microsoft (Project, Excel, Visio, Access, Word, PowerPoint, Outlook, Visual Studio)

\* Displayed excellent public speaking skills as a guest on a panel at the 2015 IEEE Global Humanitarian Technology Conference

\* IEEE: Student Vice Chair (2013 - 2014), Student Chair (2014 - 2015)