

Ryan Dickerson, MBA

SENIOR MANAGER, PRODUCT
MANAGEMENT

Details

Greater Seattle Area
United States
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Links

[LinkedIn](#)

Skills

- Product Management
- Team Leadership and People Development
- Executive Communication
- Critical Thinking and Creative Solutions
- Artificial Intelligence
- User Research
- Financial Forecasting and Business Cases
- CRM Software
- Portfolio Management
- Product Vision and Roadmaps

Employee Resource Group Involvement

Pride Network
Veterans and Allies Network
Multicultural Alliance Network

Profile

Strong people leader highly skilled in product management with 10+ years of developing global products from zero to one. Skilled at leveraging expertise to solve complex problems and manage sensitive financial situations.

Employment History

Senior Manager, Product; Cybersecurity & System Health, T-Mobile, Bellevue, WA

MARCH 2023 – OCTOBER 2023

- Developed and mentored a results-focused, remote team of Product Managers and Data Analysts who delivered cross-functional outcomes focused on defining and implementing product requirements using market research and user feedback.
- Designed and implemented robust security policies for 218K employee-base.
- Established Governance approval and reviews process of security postures and establishment of enterprise-wide practices.
- Maintained operational standards for detection and response to system threats and vulnerabilities, including downtime thresholds and minimum SLAs.

Senior Manager, Product; Data Analytics & Robotic Process Automation, T-Mobile, Bellevue, WA

MAY 2021 – MARCH 2023

- Established and developed a remote team of Product Managers and Data Analysts.
- Led optimizing cost reduction strategy of \$250M in-year operational expense savings.
- Audited financial forecasts and technical team capacities for work reallocation.
- Launched RPA tools to reduce manual efforts and improve customer satisfaction.

Principal Product Manager; AI Strategy Manager, T-Mobile, Bellevue, WA

SEPTEMBER 2019 – MAY 2021

- Led an Artificial Intelligence program and successfully delivered a \$164M ROI product.
- Owned AI roadmap, business case development, and program governance.
- Managed procurement process and contract negotiation of multi-year vendor partnerships.
- Experience in resource allocation based on WSJF and SArFe principles.
- Developed an operational playbook for frontline employees to engage with AI tools.

Senior Group Product Manager; Desktop Enablement, T-Mobile, Bellevue, WA

AUGUST 2017 – SEPTEMBER 2019

- Conducted comprehensive market analysis and competitor research to identify emerging CRM system enhancement trends.
- Owned a multi-year roadmap of system capabilities and funding allocations to SCRUM teams.
- Established guiding principles for system design, documented business requirements, UI approval, and governance structure.

Hobbies

I enjoy running, cycling, playing with my dog, and investing in real estate (with two properties currently owned and managed).

- Developed micro-app system to deploy regularly during high-traffic business hours to 28K DAUs.

Product Marketing Manager, T-Mobile, Bellevue, WA

NOVEMBER 2016 – AUGUST 2017

- Created the business case for the internal foundational system and founded the implementation team.
- Established Agile ceremonies and operational processes for the program team, including Big Room Planning.
- Partnered with Technology, Marketing, and Operational channels to align the system creation and retirement of legacy applications.

Senior Technical Product Owner, T-Mobile, Bellevue, WA

AUGUST 2015 – NOVEMBER 2016

- Business integration of new UIs and backend system platforms.
- Established operational processes for cross-functional development.
- Conduit between business and technical teams for implementation.

Education

MBA in Entrepreneurship, Ashford University, San Diego, CA

OCTOBER 2018

BA in Integrative Studies, University of North Texas, Denton, TX

DECEMBER 2013

Courses

OKR Coach Certified, Results Foundry at WorkBoard

MAY 2022

Achievements

PEAK Achievement, Bellevue, WA

JANUARY 2020

Winner's Circle, Bellevue, WA

AUGUST 2014