

Sonny Addison

Product Manager

A Dynamic product manager with a successful track record of developing or enhancing products. Develops and maintains backlog for proper prioritization according to business needs and requirements. Uncanny ability to translate business requirements into user stories for tech. teams to develop solutions. Proficient in stakeholder management, risk assessment, and strategy formulation.



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SKILLS

Relationship Development

Atlassian JIRA

MySQL

Process Improvement

Stakeholder Engagement

Communications Enabler

Risk Management

Cross Functional Collaboration

Agile Methodology



WORK EXPERIENCE

Lead Product Manager

Wells Fargo

02/2022 - Present

Chandler, AZ

Wells Fargo & Company (NYSE: WFC) is a diversified, community-based financial services company with \$1.9 trillion in assets.

Achievements/Tasks

- Collaborate with the data analytics team to understand the voice of the customer in order to address pain points enabling the building of product enhancements that increases customer satisfaction by approx. 32.23%.
- Streamline the Disaster Deferments process by identifying opportunities for enhancements, and creating a completely new stand-alone product to track, monitor, and provide deferments to Auto Loan Customers, which saw a cut in processing time from 10 to 13 days down to 24 hours.
- Creating and maintaining a product roadmap while working with various agile technology teams, to help prioritize, and adjust as needed the current work versus future development work and product discovery.
- Able to effectively communicate with diverse groups which provide the ability to bridge the gap between Business needs/objective and the Technical team's solutions to product issues and or enhancements.

Lead Project Manager/Delivery Lead

Wells Fargo

11/2020 - 02/2022

Chandler, AZ

Wells Fargo & Company (NYSE: WFC) is a diversified, community-based financial services company with \$1.9 trillion in assets.

Achievements/Tasks

- Interacted confidently with stakeholders throughout projects, presenting updates, incorporating feedback, and redirecting concerns; while overseeing strategic goals and tactical decisions with weekly cross-functional meetings with stakeholders and agile project teams.
- Built strong, lasting relationships and strategic partnerships through realizing one team - one goal mindset; allowing trust to be gained from both sides of the relationship, which quickly lead to being requested by multiple executive stakeholders to lead projects.
- Evaluated potential risks and develop actionable mitigation strategies and contingency plans to ensure completion of projects within set timelines.



WORK EXPERIENCE

Business Risk & Control Associate

Wells Fargo

08/2019 - 11/2020

Phoenix, AZ

Wells Fargo & Company (NYSE: WFC) is a diversified, community-based financial services company with \$1.9 trillion in assets.

Achievements/Tasks

- Provided guidance to business groups on the development, implementation, and monitoring of moderately complex business-specific programs to identify, assess, and mitigate risk.
- Developed a Quality Control tracking system for my team and peers to use to help identify areas of opportunity for improvement with their own work. Was recognized as a good starting point and adopted by the department to use across the organization helping to increase quality by 9.63%.
- Initiated a project using the DMAIC process to Identify two areas of opportunities that affected 46.31% of the Quality Control metrics, and implementing controls that raised the quality from 86.01% to 92.52% within 6 months.

Client Service Supervisor

Paychex Inc.

03/2018 - 05/2019

Phoenix, AZ

Paychex, Inc. is a recognized leader in the payroll, human resource, and benefits outsourcing industry, with a steadfast commitment to success.

Achievements/Tasks

- Guided a team of account managers through their daily performance of assigned tasks, providing on-the-job training, responding to associates' questions, and assisting with resolving client's issues while improving the client's overall experience.
- Helped lead the development of a new service model for the multi-product service department focusing on the mid-market clientele. Increasing the department's customer service Net Promoter Score by 22%.
- Trained 11 new employees in areas of conflict management and resolution, the company culture, time management, and team collaboration. Ensuring that the customer's expectations did not diminish through training cycles.

Senior Manager, Strategic Plans and Operations

United States Army

04/1998 - 04/2018

Various Global Locations

Joined the Army as a team member and was promoted eight times to a Senior Manager. Managing products, steering projects and data analysis management.

Achievements/Tasks

- Collected and maintained a very diverse and large body of data, which was analyzed and used to identify areas of opportunities in high-stress environments to increase productivity by 99.98% by enhancing the use of a product by 80%.
- Improved a process to transport equipment across the globe; saw a 33% productivity increase which allowed for the tracking, shipping, and full accountability of all equipment while passing all Federal, State, and International shipping laws and regulations.
- Developed a strong working atmosphere to focus on the use of Big Data analytics to identify areas of opportunities. This working group communicated their findings and opportunities to senior stakeholders 15% of those findings were used.



EDUCATION

Full Stack Web page Development Boot Camp

University of Arizona

04/2022 - Present

Glendale, AZ

B.S. Business Management

Post University

01/2015 - 03/2017

Focus on Project Management



CERTIFICATES

Six Sigma Green Belt (12/2017 - Present)

Project Management Professional (11/2017 - Present)

IBM i2 Analyst's Notebook V9 (12/2017 - Present)