

# Tyler Mullins

Product Manager

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## Contact Information

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## Professional Summary

Results-driven Product Manager with over 5 years of experience driving product innovation in the telecommunications sector through Agile leadership, rigorous business analysis, and cross-functional collaboration. Proven expertise in translating complex business needs into actionable product roadmaps, managing software requirements end-to-end, and enabling teams to deliver high-impact solutions on time. Deep domain knowledge in telecommunications systems, products, and regulatory landscape, combined with certifications in Agile methodologies and Business Analysis. Methodical, data-informed approach to product decisions with a strong foundation in operational efficiency and technology-driven problem solving.

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## Core Competencies

- Product Roadmap Development & Strategy
- Agile & Scrum Methodologies
- Requirements Elicitation & Analysis
- Business Process Modeling
- Market Research & Competitive Analysis
- Stakeholder Management & Collaboration

- User Acceptance Testing (UAT)
  - Data Analysis & Performance Metrics
  - Telecommunications Systems & Products
  - Software Development Life Cycle (SDLC)
  - Cross-Functional Team Leadership
  - Go-to-Market Strategy
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## Professional Certifications

### LinkedIn Learning Certifications (2021-2022)

- Agile Requirements Foundations (October 2021)
  - Business Analysis Foundations (October 2021)
  - Business Analysis: Business Benefits Realization (October 2021)
  - Business Analyst and Project Manager Collaboration (October 2021)
  - Requirements Elicitation and Analysis (October 2021)
  - Software Design: Developing Effective Requirements (January 2022)
  - UX Foundations: Multidevice Design (February 2022)
  - Business Benefits Realization Foundations (February 2022)
  - UX Foundations: Interaction Design (February 2022)
  - UX Foundations: Usability Testing (March 2022)
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## Professional Experience

### Product Manager

**Plateau Telecommunications | Clovis, NM**

*August 2022 - Present*

- Lead product innovation initiatives for telecommunications service provider, translating complex business requirements into actionable product roadmaps that drive market penetration and revenue growth
- Conduct comprehensive market research, vendor analysis, and cost-benefit analysis to determine product feasibility and profitability for new telecommunications offerings

- Develop and implement comprehensive marketing and sales strategies across all assigned product lines, resulting in enhanced market positioning
- Prepare and present strategic business plans to executive leadership, outlining objectives for new product development and successful market launch
- Manage end-to-end product testing and rollout processes, ensuring successful market penetration and customer adoption
- Analyze sales data and evaluate customer satisfaction metrics to continuously improve product offerings and maintain profitability
- Monitor telecommunications industry trends and regulatory changes to identify opportunities for product development and diversification
- Recommend data-driven action plans to upper management based on market intelligence and performance analytics to ensure continued growth and competitive advantage
- Conceptualize and deploy enhanced product features, optimizing implementation for use in integrated marketing strategies
- Collaborate with cross-functional teams including engineering, operations, sales, and customer service to align product delivery with organizational goals

## Product Owner

**SitePro LLC | Lubbock, TX**

*December 2020 - July 2022*

- Served as design and implementation specialist for all company products with strategic focus on mobile-first solutions
- Created and managed comprehensive Jira boards, driving Agile development processes and product creation workflows
- Collaborated with cross-functional departments to enhance product analysis, presentation, and market positioning
- Evaluated company products against industry trends and competitive landscape to inform strategic product decisions
- Developed deep product understanding to align offerings with company's current capabilities and future strategic objectives
- Contributed to operational planning including costing models, inventory control systems, and budget forecasting

- Supported company achievement of short and long-term growth objectives through strategic product initiatives
- Partnered with marketing team to create compelling content for social media platforms, driving brand awareness and customer engagement

## Service Coordinator

**SitePro LLC | Lubbock, TX**

*May 2019 - December 2020*

- Coordinated service delivery operations, ensuring seamless communication between clients, field technicians, and management teams
- Managed service scheduling, work order processing, and resource allocation to optimize operational efficiency
- Resolved customer issues and service requests, maintaining high satisfaction levels and client retention
- Developed and maintained documentation of service processes and standard operating procedures
- Collaborated with technical teams to ensure timely resolution of service delivery challenges
- Analyzed service metrics and identified opportunities for process improvement and operational excellence

## Analyst (Oil & Gas Solutions Specialist)

**SitePro LLC | Lubbock, TX**

*September 2018 - May 2019*

- Thoroughly documented and analyzed operational data, created work orders, and notated process changes while maintaining diplomatic relationships with clients, engineers, and management to streamline equipment operations
- Meticulously reviewed live operating conditions and parameters for 300+ Saltwater Disposal sites, Production Pads, and Pump Jacks
- Analyzed and identified potential complications with process equipment, implementing proactive solutions to prevent failures
- Remotely operated sophisticated process control systems to increase productivity and operational efficiency while

- preventing downtime and equipment failures
- Developed data-driven insights to optimize industrial automation processes and improve overall system performance

## Site Operations Manager

**SandBox Logistics** | Midland, TX

*October 2015 - April 2018*

- Managed all on-site operations, safety protocols, and employee well-being across Permian Basin locations
- Supervised team of 10 area managers and over 100 field associates, providing leadership and performance management
- Successfully managed 200+ oil and gas operations annually, ensuring adherence to safety standards and operational excellence
- Reduced employee turnover by 20% through improved work culture initiatives and enhanced employee relations programs
- Established and maintained 20+ strategic vendor partnerships, negotiating contracts and managing supplier relationships
- Developed operational objectives and comprehensive work plans, delegating assignments to subordinate managers
- Implemented operational efficiency initiatives that improved project timelines and reduced operational costs

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## Education

**Bachelor of Science: Business Administration**

*Emphasis: Information Technology*

**Colorado Technical University** | Colorado Springs, CO

*Graduated: 2023*

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## Technical Proficiencies

- **Project Management Tools:** Atlassian Products (Jira, Confluence), Asana, Trello
- **Design & Prototyping:** Adobe XD, Axure RP, Figma
- **CRM & Marketing:** HubSpot, Salesforce
- **Data Analysis:** Excel, Google Analytics, Tableau

- **Development:** HTML, CSS, JavaScript (functional knowledge)
  - **Collaboration:** Microsoft Office Suite, Google Workspace, Slack, Microsoft Teams
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## Key Achievements

- Successfully launched multiple telecommunications product lines from conception through market delivery, achieving revenue targets and customer adoption goals
- Led cross-functional Agile teams through complete product development cycles, delivering solutions on time and within budget
- Reduced employee turnover by 20% through strategic leadership and organizational culture improvements at SandBox Logistics
- Completed 10 professional certifications in Agile, Business Analysis, Requirements Management, and UX Design within 6-month period
- Managed operations for 300+ industrial sites with focus on operational efficiency, safety, and equipment reliability