

Tyler Mullins

Product Manager

Contact Information

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Professional Summary

Results-driven Product Manager with 5+ years of telecommunications experience specializing in product roadmap development, market research, and cross-functional team leadership. Proven track record launching products from concept to market, driving revenue growth, and optimizing product portfolios through data-driven decision making and Agile methodologies.

Core Competencies

- Product Roadmap Development & Strategy
 - Agile & Scrum Methodologies
 - Requirements Elicitation & Analysis
 - Market Research & Competitive Analysis
 - Stakeholder Management & Collaboration
 - Data Analysis & Performance Metrics
 - Telecommunications Systems & Products
 - Cross-Functional Team Leadership
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Certifications

- Agile Requirements Foundations
 - Business Analysis Foundations
 - Requirements Elicitation and Analysis
 - UX Foundations: Usability Testing
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Professional Experience

Product Manager

Plateau Telecommunications | Clovis, NM

August 2022 - Present

- Lead product development from concept to launch, conducting market research, vendor analysis, and cost-benefit analysis to drive revenue growth
- Develop and implement marketing and sales strategies across product lines, resulting in enhanced market positioning
- Manage end-to-end product testing and rollout processes, ensuring successful market penetration and customer adoption
- Analyze sales data and customer satisfaction metrics to continuously improve product offerings and profitability
- Present strategic business plans to executive leadership for new product development and launches
- Collaborate with cross-functional teams (engineering, operations, sales) to align product delivery with organizational goals

Product Owner

SitePro LLC | Lubbock, TX

December 2020 - July 2022

- Led design and implementation of mobile-first product solutions, managing Agile development through Jira
- Evaluated products against industry trends and competitive landscape to inform strategic decisions
- Contributed to operational planning including costing models, inventory control, and budget forecasting

- Partnered with marketing team to create content for social media platforms, driving brand awareness

Service Coordinator

SitePro | Lubbock, TX

May 2019 - December 2020

- Coordinated service delivery operations and managed work order processing to optimize 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

Oil & Gas Solutions Specialist

SitePro | Lubbock, TX

September 2018 - May 2019

- Analyzed operational data for 300+ industrial sites, identifying equipment complications and implementing proactive solutions
- Remotely operated sophisticated process control systems to increase productivity and prevent downtime
- Meticulously reviewed live operating conditions and parameters for Saltwater Disposal sites, Production Pads, and Pump Jacks
- Developed data-driven insights to improve system performance and operational excellence

Regional Operations Manager

SandBox Logistics | Midland, TX

October 2015 - April 2018

- Supervised 10 area managers and 100+ field associates, managing 200+ operations annually
- Reduced employee turnover by 20% through improved culture initiatives and employee relations programs
- Established and maintained 20+ vendor partnerships, negotiating contracts and managing supplier relationships

- Implemented 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

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

