

Product Manager & Product Owner Product Manager & Product Owner Product Manager & Product Owner - Paychex Rochester, NY I build and ship game-changing products. Qualifications and Experience 3+ years in technical product management and 15+ years in an Agile environment 3+ years of direct experience building successful text conversational bots in Amazon Lex, Google Dialogflow and the Microsoft Bot Framework 2+ years leading products related to machine learning and natural language processing applied to consumer web. Track record of delivering best-in-class consumer experiences Vast conversational UX design experience Comfort operating in global environments across cultures, locations, and time zones Analytical and comfortable making data-driven decisions Strong communication skills and collaborative in nature Strengths and Passions Creating deep connections to who product users are, their needs and issues across their customer journey Excellent leadership and communication skills across all levels of the organization Technical savvy to be a strong collaborator with developers, understanding their technical capabilities and constraints Real passion for amazing customer experiences Team player: ability to build strategic relationship across organization and levels Ability to meet tight deadlines, handle a dynamic environment, and have good judgment Proven growth mindset. Ability to think creatively and challenge the status quo. Exercising good judgment in balancing between innovation and robust operation, able to optimize productivity and efficiency when working with partners. Work Experience Product Manager & Product Owner Paychex - Rochester, NY 2018 to Present Currently leading three software development teams to build AI solutions on one of the world's leading payroll and human capital management (HCM) platforms, Responsible for launch of the Paychex Assistant, Paychex's first automated assistant. Within the first year of launch, the Paychex Assistant has saved over \$2MM in operational expenses by decreasing the need of live agent support by handling the most common customer requests via automation. Product Manager & Product Owner Thomson Reuters - Rochester, NY 2016 to 2018 Pitched and convinced company CEO Jim Smith for \$100k seed money to build Thomson Reuter's first customer service chatbot (AVA) for use on WestlawNext. Utilized lean startup methodology to form hypotheses, run experiments to test assumptions with Westlaw customers, all while focused on

KPIs to measure success and failures. Led a distributed and talented group of product, development, architecture, cognitive computing/data science, and UX/UI teams. Partnered with Sales teams to automate software subscription renewals using artificial intelligence to set optimal pricing and suggest/upsell add-on packages. IT Project Manager & Scrum Master Thomson Reuters - Rochester, NY 2014 to 2017 I worked for Thomson Reuters in the Legal - Corp/Govt/Research Solutions division on the CLEAR product lines. Supervised multiple project across all phases of development. Responsible for a portfolio of software development projects with a total budget of \$3-4MM per year. Made vital decisions and drove decision-making across projects while implementing best practices. Education Business Administration and Information Technology Rochester Institute of Technology Bachelors of Communications & Journalism in Marketing St. John Fisher College Skills Product Management, Product Development, Business Analysis, Agile, Jira, Scrum, Photoshop, Marketing, Data Analysis Links <http://www.linkedin.com/in/gregorylfisher>

Name: Brittany Henderson

Email: debra77@example.net

Phone: 730-820-2163x38749