

Product Manager Product Manager Coordinator South San Francisco, CA Work Experience Product Manager Travel Agency - San Bruno, CA June 2017 to July 2019 Research and develop policies that promoted improved customer experience and safe flight practices. ? Read up on latest airport, airline, and travel policies and align them to new procedures for both team members and customers.

? Train new team members via technical documentation and on-site walkthroughs ensuring effective knowledge of procedures for a safe and enjoyable customer experience. ? Build relationships with team members, customers, and vendor airlines in a cooperative manner, Contract Project Coordinator Wells Fargo - San Francisco, CA October 2018 to February 2019 Filled in for two managers on leave by overseeing continuous improvement projects of API programs, improving returns from commercial clients ? Drove daily scrum meetings to enhance software development performance across multiple teams via tracking on Jira ? Encouraged culture change by implementing the Agile methodology to a Waterfall environment ? Automated a manual task-tracking process allowing for live project information that went internally viral department-wide.

Contract IT Infrastructure Project Coordinator SAP - San Francisco, CA August 2017 to August 2018 Developed new documentation repositories to ease onboarding and new-hire training. ? Increased sales demo performance and landed corporate deals up to \$5.8 million by driving cross-functional team communication via Jira ? Launched an enhanced "White Glove Service" support project for higher value clients ? Designed visual-friendly web portal describing team to the company and displaying success stories Contract Project Coordinator PayPal, Inc - San Jose, CA October 2016 to

May 2017 Increased internal performance by developing a streamlined workflow system ? Consolidated over 500 standard operating procedures across several internal teams on an automated review system via Confluence ? Updated an internal portal for data infrastructure team with modern web design standards and allowing easier changes and information access with a pleasing interface Incident Management Intern eBay, Inc - San Jose, CA February 2016 to July 2016 Coordinate weekly meetings with team and vendor to ensure adequate service requirements are met ? Held monthly meetings with the CIO and chief of staff to introduce time and cost saving solutions to the company Education Business Communications Foothill College - San Jose, CA

August 2015 to July 2016 Skills Jira, Html, Css, Billing, Change management, Wordpress, Excel, Outlook, Powerpoint, Word, Customer interaction Links <http://www.linkedin.com/in/adoniskal>
Additional Information SKILLSET Word, PowerPoint, Excel, Outlook, JIRA, Confluence, Change Management, Billing, Customer Interaction, Refunds and Chargebacks, Google Apps, HTML, CSS, WordPress

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