

Christopher Kopp

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SUMMARY

Seasoned Senior Product Manager with 9 years of experience in software product development and cross-functional team leadership. Expert in strategic roadmap development, user experience enhancement, and integration with third-party software. Seeking a Senior Product Manager role to leverage expertise in product lifecycle management and agile methodologies.

SKILLS

Product Lifecycle Management • Strategic Planning • Agile Methodologies • Cross-functional Team Leadership • Stakeholder Management • Jira • Confluence • Excel • Communication • Data Analysis • Market Research • User Experience Design • Cross-functional Team Collaboration • Problem-Solving • Leadership

WORK EXPERIENCE

Pure Property Management LLC

Gilbert, AZ

Senior Product Manager

Mar 2023 - Jul 2024

- Oversaw strategic roadmap development for maintenance and leasing products, ensuring alignment with user and market needs.
- Facilitated integration with third-party screening software, enhancing resident information accessibility for users.
- Extracted critical insights from user interviews to guide strategic product enhancements and directed technical requirements gathering for new features.

Caribou

Gilbert, AZ

Product Manager 2 Insurance

Oct 2021 - Jan 2023

- Developed a self-service insurance shopping marketplace, overseeing its progression from initial concept to launch.
- Collaborated with internal product teams to successfully integrate the insurance marketplace into the company's primary offerings.
- Coordinated with third-party software providers to address and remedy software issues, and led weekly sprint planning with a team of developers to refine product features.
- Created a custom Agency CRM tool to enable agents to efficiently manage leads and complete insurance transactions.

Experian - Insurance

Chandler, AZ

Product Manager CRM

Oct 2020 - Oct 2021

- Led the development and deployment of a custom CRM software system, focusing on optimizing customer interactions and streamlining internal operations.
- Initiated and oversaw the introduction of a digital engagement platform, resulting in enhanced sales conversions and a boost in Net Promoter Score.
- Worked closely with various business unit leaders to pinpoint and tackle process enhancement initiatives, while coordinating weekly sprint planning to ensure software advancements met changing technical demands.

Allstate Identity Protection

Scottsdale, AZ

Product Manager Data Platform

Oct 2019 - Oct 2020

- Developed and executed the strategic roadmap for a data platform, enhancing identity protection capabilities.
- Coordinated bi-weekly sprint planning sessions, ensuring alignment between Data Architects and project goals.
- Compiled technical requirements and crafted user stories to guide feature enhancements on the data platform.

Openforce

Chandler, AZ

Product Manager Client Experience

Apr 2018 - Oct 2019

- Oversaw the integration of third-party software, enhancing system interoperability and functionality.
- Collaborated with business stakeholders to pinpoint and implement process improvements, optimizing operational efficiency.
- Directed weekly sprint planning meetings, coordinating with a team of developers to advance project milestones.

Uber Technologies Inc.

Phoenix, AZ

Product Manager

Mar 2017 - Jan 2018

- Resolved critical system issues by collaborating with an external software vendor, resulting in improved operational efficiency.
- Managed a team of System Analysts in the design and implementation of new product features, enhancing the vehicle leasing program.
- Acted as product owner for a lease origination software system, coordinating with a third-party provider to address software issues and driving process improvements with business leaders.

Operations Manager

Mar 2016 - Mar 2017

- Developed and implemented a lease origination software platform, collaborating with cross-functional teams to support organizational projects.
- Streamlined team workflows to enhance service levels, ensuring efficient operations and making necessary real-time adjustments.
- Conducted monthly performance and development reviews with Financial Specialists, fostering team engagement and managing associate relations.

Operations Coordinator

Aug 2015 - Mar 2016

- Streamlined leasing operations by integrating proprietary and third-party software, enhancing overall business efficiency.
- Identified strategic process improvements and fostered automotive partner relationships to support supply growth initiatives.

Northern Arizona University - W.A. Franke College of Business

Flagstaff, AZ

Teaching Assistant

Jan 2015 - May 2015

- Facilitated academic assessment by grading assignments and exams for a finance course, ensuring timely feedback for student learning.
- Maintained the integrity and accessibility of academic records by accurately inputting student grades into an online database.

Avnet Incorporated

Tempe, AZ

Finance Intern

May 2014 - Aug 2014

- Analyzed and synthesized financial data to create comprehensive profitability models, effectively communicating findings and strategic solutions to senior management.
- Enhanced public speaking and presentation prowess, consistently delivering project outcomes ahead of deadlines and contributing to community engagement initiatives.

EDUCATION

Northern Arizona University – W.A. Franke College of Business

Flagstaff, AZ

Bachelor of Science, Business Finance