

Andrew Bishop

Senior Product Manager

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Strategic product manager with 8+ years of experience building and launching innovative SaaS products for global enterprise. Expert ability to translate complex customer needs into software solutions that deliver exceptional user experience and positive business results. Proven success using metrics and data analysis to prioritize product backlogs and agile release cycles. Recognized for collaborative leadership style, creative problem solving, and ability to rally matrixed teams around shared performance goals. **Areas of expertise include:**

- Product Strategy
- Product Roadmap
- Customer Interviews
- UI/UX Design
- Agile Development
- Product Release Management
- Project Management
- Requirements Documentation
- Content Strategy & Management
- Presentation Skills
- Analytical Skills
- Vendor Relationships

Professional Experience

Verizon · Bellevue, WA · July 2001 to Present

Senior Manager, Learning Application Development, November 2015 to Present

Define the vision and strategy for suite of 5 software-as-a-service (SaaS) learning products used by internal employees and external partners across the global enterprise. Conduct executive reviews to validate product roadmaps and drive adoption across all lines of business. Direct daily operations for a 13-person team in all phases of the agile software development lifecycle, routinely making difficult trade-offs to rapidly ship high quality products and deliver continuous value.

Key Accomplishments:

- Led design, development, and launch of version 5 of digital learning content and delivery platform, which reduced annual training expenditures \$7 million by streamlining program administration.
- Increased monthly active users of learning platform 550% to 20,000, by onboarding 200 curriculum developers who created 1,700 courses.
- Delivered 1.6 million annual hours of instruction (19 hrs/user) via learning platform while registering a 99.99% uptime.
- Scaled availability of learning platform to 112,000 external partners on five continents (250K total user profiles created).
- Slashed infrastructure costs by 43% through migration of entire product portfolio to AWS.
- Supervised development of custom ETL solution that provides real-time visualized analytics on every class and user in learning platform.
- Launched version 6 of learning platform, built on modern stack leveraging latest web and API technologies. Expected to further reduce operating costs through increased automation and content personalization.

Manager, Learning Technology, June 2010 to November 2015

Spearheaded the creation of award-winning digital learning content platform that allowed instructional designers to develop mobile-friendly e-textbooks. Gathered customer insights through interviews, surveys, and on-site visits. Used data to create product roadmaps and feature specifications that steered development of 4 full-version releases of the platform. Evangelized the platform with senior leadership and provided training/support to facilitators and end users.

Key Accomplishments:

- Doubled monthly active learners with each release of the learning platform, serving content to more than 80,000 employees.
- Saved \$1 million in annual training expenditures by replacing printed materials with e-textbooks.
- Saved \$1 million in annual operating costs by building and launching a custom learning content management system (LCMS) with robust content reuse and single-sourcing functionality.
- Supervised development of analytics dashboard used by 1,600 training facilitators to obtain nightly reports on learner behavior.

- Received multiple awards including the ATD BEST 2014 award a 2012 Silver Award from Brandon Hall for Best Advance in Unique Learning Technology.

Manager, Learning Development, May 2008 to June 2010

Led technical implementation of off-the-shelf learning content management system (LCMS). Defined and configured content architecture model and content management workflow. Steered content migration of 50+ programs and 8,000+ topics/lessons into LCMS. Developed and delivered LCMS onboarding training and coaching for 50 instructional designers.

Key Accomplishments:

- Reduced annual operating costs \$1 million through implementation of LCMS and creation of enterprise-wide repository of 500+ shareable learning objects.
- Supervised development of 14 XSLT XML-to-PDF transformation templates in LCMS that increased efficiency through single-sourcing of content.
- Designed new user interface for LCMS authoring functionality and partnered with vendor to implement in their product.
- Directed work of 4 e-learning developers building learning solutions to 30,000 customer service and sales employees.

E-Learning Instructional Designer, July 2001 to May 2008

Designed and developed technical e-learning solutions that helped employees effectively use proprietary directional systems. Consulted with business stakeholders to perform needs analysis and identify targeted business impacts. Provided project management leadership for complex system simulations built by external vendors.

Key Accomplishments:

- Delivered 100+ technical e-learning courses on time and on budget. Administered all courses in the enterprise learning content management system (LMS).
- Generated \$150,000 annual operational cost savings by building online help projects for billing and point-of-sale applications that allowed frontline employees to pull just-in-time learning.
- Reduced e-learning user acceptance testing (UAT) time 50% by developing an online form to capture and compile results.

Education & Training

Bachelor of Arts in English
UNIVERSITY OF WASHINGTON | Seattle, WA