

EXPERIENCE

Tink, A Visa Solution – New York City, New York (Remote) January 2023 - Present

Associate Product Manager

- Defined optimal account to account flow and onboarded payment processor for new Pay By Bank payment method
- Crafted comprehensive product requirements document to revamp API Sandbox, resulting in improved CX
- Developed a go-to-market strategy for Transactions API based on gaps in the US market determined by an in-depth competitor analysis of the 5 largest US aggregators
- Facilitate cross-functional team collaboration to ensure smooth transition of 2 European APIs to US market

Visa – Foster City, CA May 2022 - August 2022

Product Manager Intern

- Identified customer needs, clarified business problems, outlined strategy and use cases, and facilitated technical development of new product functionalities increasing cardholder programs segmentation for 3700+ issuers
- Collaborated with global product and technology teams to test functionality, integration, and flows of 2 new product platform enhancements to ensure a positive user experience and verify readiness to launch in production
- Developed new module and integration testing frameworks to decrease required testing time from 2 weeks to 3 days

American Century Investments – Kansas City, MS (Remote) June 2021 - January 2022

Product Management Intern

- Co-managed project strategy and implementation for an intermediary recordkeeping project that included Tableau, Salesforce, and web application creation resulting in increased sales productivity by 10,000 hours
- Analyzed \$50M+ in monthly net flows by client segmentation to identify areas of improvement for senior leadership
- Created Tableau Dashboard displaying a snapshot of client data and demographics used daily by 50+ salespeople

Cable Ties Unlimited – Brunswick, OH (Remote) May 2020 - May 2021

Product Manager (Cable tie distributor named one of Inc. 5000 Fastest Growing Companies)

- Developed a process to identify new product offerings that included market research, competitor analysis, supplier outreach, team consensus building, and sales execution strategy which became the standard for inventory introduction
- Reduced the time to market of new products from 2 months to 1 week enabling quick expansion to new markets

EDUCATION

University of North Carolina at Chapel Hill, Kenan-Flagler Business School – Chapel Hill, NC May 2023

Bachelor of Science, Business Administration; Bachelor of Science, Statistics and Analytics

- GPA 3.88
- UNC Innovation Internship, accepted into the inaugural cohort of 25 entrepreneurial-minded students who supplement their full-time internships with weekly workshops, coaching, and peer networking during the summer of 2020

LEADERSHIP AND COMMUNITY INVOLVEMENT

Latter-day Saint Student Association – Chapel Hill, NC August 2019 - Present

President (January 2020 – November 2020), Member (August 2019 – Present)

- Organized a weekly scripture study class attended by 20+ students of varying faiths to increase club engagement
- Presented on behalf of LDS Church to a campus-wide event attended by 100+ students to increase cross-faith interaction

The Church of Jesus Christ of Latter-day Saints – Fresno, CA

Assistant to the President, Zone Leader, Missionary

August 2017 - August 2019

- Conducted monthly trainings for 200+ missionaries on how to strengthen face-to-face teaching abilities and demonstrated new teaching techniques which increased the mission's key indicators of conversion by 300%
- Evaluated each of the 22 missionaries in leadership positions and provided hands-on training for how to improve
- Utilized Hmong fluency to develop training materials for future missionaries to learn the Hmong language quickly

TECHNICAL SKILLS

- SQL, R (including ggplot and tidyverse), and Python (including NumPy, Pandas, Scikit-learn)
- Advanced in Tableau, Microsoft Excel, and Microsoft PowerPoint; Proficient in Figma
- Experience implementing Agile development methodologies and tracking projects using Jira and Jira Align