CHAD LOISEAU

GROUP PRODUCT MANAGER

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PROFESSIONAL STATEMENT

A product manager who excels in nurturing relationships while solving problems presented by stakeholders and developers. An understanding of the fin-tech space and technologies complimented with a versatile background in quality assurance, automation testing, project management & agile methodology have given me a unique approach in my management style.

WORK EXPERIENCE

GROUP PRODUCT MANAGER, CUSTOMER EXPERIENCE   Sep 2022 - Present

- Manage large cross project initiatives from ideation to deployment, then post-delivery analysis
- Regularly report progress of projects across multiple executives
- Manage & uptrain several product managers to increase their knowledge and skills
- Created, planned & tracked OKRs for members of my team & analyzed progress against OKRs
- Performed 1:1 interviews with team members to address concerns & provide feedback

SENIOR PRODUCT MANAGER, MOBILE APP   Apr 2022 - Sep 2022

- Managed the mobile road map & analyzed daily download & user list for bot iOS & Android
- Organized a regular release cadence with engineers including release notes & trainings to stakeholders and executives
- Enhanced the mobile app in both customer aquisition and account services, overseeing the Acima mobile app to over one million downloads
- Increased mobile usage for applications by 10% over one year

PRODUCT MANAGER, APPLICATION TEAM   Aug 2021 - Sep 2022

- Manage complete front & backend application experience
- Work with developers daily on upcoming integrations, bugs, and feature requests
- Prioritize and groom backlog
- Business analytics on applications

PROJECT MANAGER, FUTURE CORE AUTOMATION - ZION'S BANCORPORATION   2020 - 2021

- Lead Agile Ceremonies, daily stand-up, retrospectives, sprint planning & backlog grooming
- Triage bugs & impediments to quickly resolve code deficiencies & meet expected deadlines
- Train & onboard off-shore team members on current systems
- Manage, organize & upkeep development backlogs and automation test suites for multiple workstreams
- Assist in PI planning to capture benchmarks and goals for program increments

TECHNICAL PRODUCT MANAGER/QA MANAGER - CREST FINANCIAL/KORNERSTONE CREDIT   2017 - 2020

- Rebuilt application process to uphold data integrity and facilitate efficiency using Mongo database
- Managed portal decomposition initiative which allowed the company to move to daily releases
- Directed transition from a monolithic to a service-based tech stack, including multiple API integrations
- Led most complex release in company history to deliver a multi-tenancy architecture and transfer company database to Azure Cloud
- Oversaw a massive acquisition of multiple SQL databases enabling company to enter into new business segments

EDUCATION

Utah Valley University   April 2016
Bachelor of Science: Business Management
International Business Emphasis

EXPERTISE

Miro	**Jira, Jira Advanced Roadmaps, JQL**
Optimizely A/B Testing	**QA Management**
Implementation Management	**Microsoft & Google Suite**
3rd Party API Integration	**Testing & Implementing UI Design**
Power BI	**SaaS Applications**
Visual Studios	**SQL**
Azure DevOps	**Fluent in Portuguese**

REFERENCES

Dave Truzinski
CIO
T. 303-319-6277

Jeff Madsen
Director of Product Management
T. 801-865-2924

Patrick Visser
CTO
T. 801-910-6771