

Christopher J. Abuan

christopher.abuan@yahoo.com • 720-272-1056 • linkedin.com/in/christopherabuan/

PROFESSIONAL SUMMARY

Experienced Product Manager with a demonstrated history of shaping successful products, including cloud-based CPaaS solutions, in the Telecommunications industry. Focused on driving profitable revenue growth and guiding products and services through their full lifecycle. Enthusiastic about enhancing customer experience, driving operational efficiency, and leveraging AI for innovative product solutions.

PROFESSIONAL EXPERIENCE

Bandwidth, Inc. – Denver, CO

Nov 2021 – May 2025

Senior Product Manager

- Defined/drove product vision & roadmap for robocall mitigation portfolio (concept-to-GTM & optimization)
- Initiatives included number reputation management, branded caller ID, Do Not Originate
- Directed robocall mitigation strategy, aligning customer needs with business goals
- Launched a global cloud-based STIR/SHAKEN PaaS solution, delivering \$6MM in projected annual revenue
- Drove near-100% customer adoption for France's "MAN Program" rollout
- Implemented self-service reporting with UI/UX to resolve customer pain point and boost answer rates
- Authored comprehensive PRDs, including API specifications, to define scope for product initiatives
- Interpreted complex industry regulations into clear, actionable product requirements
- Translated Voice of Customer (VOC) insights into data-driven priorities for Agile sprint planning
- Leveraged various AI tools (LLMs, AI notes) to condense research, boosting efficiency for strategic work

Lumen Technologies – Broomfield, CO

May 2017 – Oct 2021

Senior Product Manager

- Managed \$150MM P&L for Wholesale Voice Termination product portfolio
- Maintained 35% profit margin amid significant downward market pressure
- Launched new analytics dashboards to provide real-time product performance visibility (KPIs)
- Partnered with sales to resolve customer issues and improve customer experience
- Prioritized large-scale network projects to reduce costs, improve efficiency, and minimize technical debt

CenturyLink – Broomfield, CO

Apr 2015 – Apr 2017

Lead Data Analyst

- Co-developed a dynamic pricing automation (ML) tool by defining core logic principles with data scientists, resulting in an increase of over 100% in pricing team throughput
- Analyzed market trends and created user-friendly reporting for stakeholders to show price testing results
- Designed and executed tests (A/B, conjoint) in key US markets to shape nationwide pricing strategy
- Translated complex usage data into actionable information for pricing process improvements
- Executed newly formulated pricing strategies across key accounts to ensure market alignment and profitability

Level 3 Communications – Broomfield, CO

Oct 2012 – Apr 2015

Senior Pricing Analyst

- Managed pricing strategy and execution for 50% of the company's largest wholesale accounts
- Drove customer account profitability across products totaling more than 33B minutes annually
- Managed pricing of \$120MM in annual voice usage, representing 40% of wholesale accounts
- Mentored and developed new analysts on pricing strategies and day-to-day activities

Christopher J. Abuan

christopher.abuan@yahoo.com • 720-272-1056 • linkedin.com/in/christopherabuan/

Level 3 Communications – Broomfield, CO

Mar 2010 – Oct 2012

Product Analyst II

- Developed standardized pricing for the larger sales team to use as initial base pricing
- Conducted in-depth Individual Case Basis (ICB) account-level analysis for custom opportunities
- Secured over \$8MM in new revenue by structuring complex pricing for two large deals
- Partnered with Engineering to implement NPA-NXX pricing granularity, enabling competitive market offerings
- Improved team efficiency and knowledge sharing by documenting key pricing processes and best practices
- Created a historical tracking tool for pricing activity to accelerate customer dispute resolution (SLA's)

National Valuation Consultants – Centennial, CO

Feb 2008 – Mar 2010

Research Associate

- Researched and compiled market data to produce detailed commercial real estate appraisal reports
- Supported senior appraisers in the valuation of several multibillion-dollar client asset accounts
- Sourced critical market data by liaising directly with external sources, including city representatives and planners
- Proactively pursued professional development by attending industry seminars about commercial real estate
- Onboarded, trained, and mentored new research associates

EDUCATION

University of Colorado at Boulder
Bachelor of Arts in Economics, Psychology (double major)

Boulder, CO
May 2007

CERTIFICATIONS & HONORS

Certifications:	Small Business Start-Up – Red Rocks Community College	Dec 2009
	Aha! Product Management Professional Certificate – LinkedIn Learning	May 2025
	Atlassian Agile Project Management Professional Certificate – LinkedIn Learning	May 2025
Awards:	CenturyLink: Wholesale SWAT Transformational Award	Jul 2019
Honors:	University of Colorado Track & Field Sprinter and Team Captain	2006-2007
	Four-year letterwinner, first sprinter walk-on to full scholarship	
	Two-time NCAA Midwest Region	
	Nine-time BIG XII Conference	
	Division I All American	

ADDITIONAL SKILLS

- **Software & Collaboration:** Google Workspace (Meet, Docs, Sheets, Slides), Microsoft Office (Teams, Word, Excel, Outlook, Access, One Note, PowerPoint, Visio), Salesforce, Hyperion, JIRA, Confluence, Monday
- **Data & Analytics:** Tableau, Toad, Oracle SQL Developer, Oracle Business Intelligence (OBIEE), Sisense, Sigma, Snowflake
- **AI/Machine Learning:** Hands-on exploration of AI tooling in personal projects