Christopher Himes

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Product Owner

Accomplished Product Owner with 10+ years of leading transformative projects and delivering measurable results. Adept at building and nurturing high-performing teams while driving strategic growth and exceeding customer expectations. Respected for balancing logic with integrity, earning trust, and ensuring stability in fast-paced environments.

Strengths

Stakeholder Engagement	Data-Driven Decision Making	Strong Work Ethic
Agile & Scrum Leadership	Roadmap & Backlog Prioritization	Loyal & Trusted Team Member
Detail-Oriented	User-Centered Design	Integrity-Driven Professional
Software Development Life Cycle	Process Improvement	Clear Communicator

Experience

JELD-WEN, Inc.

JELD-WEN is a leading global manufacturer of windows and doors for residential and commercial markets.

Retail Catalog Manager – Doors / Product Owner (*February 2022 – March 2025*)

- Led stakeholder collaboration to overhaul retail catalogs, driving a 40% sales increase and elevating the customer experience. Delivered a best-in-class solution that strengthened brand positioning and fueled measurable revenue growth.
- Successfully negotiated release planning and managed backlog oversight for ten product catalogs across three brands—MMI DOOR, American Building Supply, and JELD-WEN—ensuring timely delivery and alignment with business goals. This streamlined processes, improved operational efficiency, and contributed to strengthened product availability and customer satisfaction.
- Oversaw special-order catalogs generating over $300M in annual sales across major home centers, including The Home Depot, Lowe's, and Menards. Strategic oversight drove significant revenue growth, amplified product visibility, and strengthened relationships with key retail partners.
- Developed and prioritized Agile user stories to enhance product features and improve team efficiency, leading to faster delivery times and advanced alignment with stakeholder requirements. Ensured consistent project success, higher-quality outcomes, and stronger team collaboration.
- Partnered with cross-functional teams to boost communication and capture the voice of the customer, resulting in more targeted product development. This collaboration highlighted the value created by the development team, fostering stronger stakeholder engagement and ensuring products met customer needs more effectively.

Lead Programmer (*January 2019 – February 2022*)

- Directed a team of developers in enhancing and maintaining multiple software product catalogs, achieving precise execution and on-time delivery despite tight deadlines. This drove better catalog accuracy, increased team productivity, and ensured uninterrupted product availability for customers.
- Collaborated with internal stakeholders, software partners, and leadership to optimize back-end data structures, communication, and customer-facing presentations, reducing time to market for new products by over 30%. This resulted in accelerated product launches, enhanced operational efficiency, and strengthened market competitiveness.
- Created and maintained a comprehensive relational data set extracted from the ERP system using PHP and MySQL, transforming and integrating data for both the company website and e-commerce platform. This modernized data flow revamped website offerings, upgraded user experience, and supported seamless online transactions.
- Spearheaded initiatives to increase the EDI automation pass rate, driving a 25% reduction in processing errors and significantly improving the related KPI. This optimized data exchange boosted operational efficiency, and ensured seamless integration with key partners, driving improved business relationships and operational success.

MMI DOOR / Milliken Millwork, Inc.

Milliken Millwork, Inc. was a distributor of doors that was acquired by JELD-WEN and renamed MMI DOOR.

Lead Software Developer *(March 2014 – January 2019)*

- Fostered the growth and development of software developers through targeted mentorship and training, resulting in a measurable increase in team skills and productivity. Investment in talent development directly contributed to enhanced project outcomes and overall organizational success.
- Orchestrated multiple simultaneous development projects, coordinating cross-departmental efforts to ensure timely and efficient deployment. This proactive management approach accelerated project execution, minimized delays, and maximized overall productivity across teams.

Software Developer *(June 2008 – February 2014)*

- Deployed product knowledge retail catalogs using WTS Paradigm's Paradigm Suite and Edgenet's Made-to-Order (m2ō), enhancing catalog accuracy and customer ease of use. This implementation improved the shopping experience, boosted product visibility, and streamlined order processing for both customers and internal teams.
- Facilitated the development of a product quoting tool for customer service and dealer clients using the Computer Associates Inc. (CAi) ERP system, Ponderosa. This tool streamlined the quoting process, reducing errors and response times, ultimately enhancing client satisfaction and driving business efficiency.

Education

Central Michigan University, Mount Pleasant, MI

Information Technology, Mathematics, Bachelor of Science