

ERIC ANDREWS

PRODUCT OWNER



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29 Old Manchester Road
Raymond, NH 03077

EDUCATION

BACHELOR OF SCIENCE

Information Systems &
Operation Management
University of North Carolina at
Greensboro
2009 – 2013

MASTER OF BUSINESS

Information Technology
Management Concentration
Southern New Hampshire
University
Degree in progress

SKILLS

- Agile Methodologies
- Web Product Development
- User Experience Research
- Product Roadmap Planning
- Mentoring
- Business Relations
- Communication
- Leadership

PROFESSIONAL PROFILE

An innovative, professional, passionate product manager with strong leadership and collaboration skills who excels at bridging the gap between software development and business needs to deliver high value products people love to use. Utilizes excellent interpersonal and communication skills for negotiation, collaboration, and consensus building.

WORK EXPERIENCE

Product Owner

Liberty Mutual Insurance / Dover, NH / April 2016 – Present

Delivers high-impact enhancements to systems that improve customers, employer and employee experiences. Explores each unique domain across a diverse portfolio to meet customer and business needs. Communicates frequently with business stakeholders and customers to help determine priorities. Recipient of multiple employee recognition initiatives based on exemplary performance. Notable products delivered include:

- Autumn – Absence Management Platform
- Ignite Hackathon winner – Uber app integration
- BookMe – Customer Appointment Manager
- Serview – Group Benefits Policy Administration
- Decision Engine – Personal Insurance Calculator

As the team product owner, worked with Product Management, UX and technical leads to manage and prioritize the backlog. Wrote user stories by breaking down features and led backlog grooming rituals with the team. Ensured tech debt was also prioritized against business needs. Facilitated engaging system demos with stakeholders.

Software Developer

Liberty Mutual Insurance / Dover, NH / 2013 – 2016

Led teams through Waterfall software development lifecycles, automation testing, and efficiency projects. Built five customer-facing life insurance products using test-driven methodologies. Assisted user researchers in prototyping designs before coding to reduce rework in the code. Notable products delivered include:

- Life Product Refresh – five new products created
- Rating Engine Efficiency – upgraded rating engine with 50% increased calculation speed