Dona Lontok

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SUMMARY

Successful Sr. Product Manager with prior experience as an IT Manager and Data Engineer; Well-rounded leader who is keen on customer driven design, data science, technology, team synergy and influencing stakeholders to drive team success.

DEGREES AND ACTIVE CERTIFICATIONS

- **Master's in Applied Cognition and Neuroscience (**2024 target completion)   University of Texas Dallas
  - Specializing in Computational Modeling/Intelligent Systems;
- **Bachelor's in Computer Science**   University of the Philippines Diliman
- **AWS Cloud Practitioner**   Amazon Web Services
- **Project Management Professional/PMP**   Project Management Institute
- **Certified Scrum Product Owner/CSPO**   Scrum Alliance, Org

WORK EXPERIENCE

Liberty Mutual   **Plano, TX**
Product Owner II   Dec 2021 - Present

- Product Manager for RFiD (Risk of Financial Distress) platform that implements **risk prediction models** to determine financial health of a customer based on externally sourced financial and firmographic data from S&P CapIQ and Bureau van Dijk vendors;
- On-going projects include building of **NLP models** to determine sentiments from annual reports
- Supports implementation of technology platforms for running **submission triage and pricing models** to helps underwriters prioritize requests for insurance quotes
- **Leads stakeholder user group** meetings, sets product vision, does cost benefit analysis and creates implementation, growth, adoption and usage/model monitoring strategies.
- **Partners with underwriters, claims, actuarial and operation teams** across the globe to understand business needs and prioritization; Supports over 800+ users during their account credit analysis for renewals and new submissions
- **Works with data scientists, data engineers, analysts and UX designers** in the GRS Data Science Solutions for successful delivery of projects.

JPMorgan Chase   **Plano, TX**
Vice President, Senior Product Manager   Nov 2018 - Dec 2021

- **Managed a team of Product owner and Scrum master**
- Responsible for MEV (Macro-economic variable) application that implements **economic forecasting models** used by the corporate finance teams to **determine capital reserves** needed by the firm to withstand severe economic scenarios and to satisfy federal **regulatory reporting for CCAR** (Comprehensive Capital Analysis and Review)

- Responsible for Neutron application for **aggregating financial data** from different lines of businesses and producing firm-level calculations used for annual and quarterly budgeting and regulatory accounting compliance
- **Led governance meetings with Steering Committee executives** and stakeholders to present status and drive conversations towards making key business decisions
- Led stakeholder working group sessions to **identify the business processes, value proposition and key performance indicators**
- Led design sessions with Tech teams to communicate requirements, strategy and target vision
- Managed the book of work, roadmap, budget and risk mitigation activities
- Managed the backlog, set quality standard for delivery, performed UAT and product demo and roll-out
- **Led multiple Tech teams to adopt Agile Scrum** process using JIRA and provided guidance throughout the development life cycle

Optimal Blue   **Plano TX**
Data Engineer   Nov 2017 – Nov 2018

- Responsible for strategy and design of the **Business Intelligence** solution for insights and reports on loans and mortgage data to help customers be more effective and competitive with their product offering
- Evaluated 3rd party data management tools, developed data models and POC projects for testing new Cloud-based technologies
- **Led team members on adopting best practices on data engineering** and analysis
- Developed in Microsoft Azure SQL Server, Power BI, SSIS and Data Factory

Liquidity Services   **Frisco TX**
IT Manager, Microsoft Development Solutions   May 2016 – Nov 2017

- **Managed a team of 7 software engineers and 2 QA engineers** located in US and Europe
- Responsible for **end to end delivery of a finance and ERP** integration system that transformed the company's core business in the reverse supply chain; Saved considerable time and cost and vastly improved customer satisfaction
- Responsible for the Billing and Settlement system and 3rd party integration with Salesforce, Office 365, PayPal, Eloqua and integrated phone system
- Partnered with the VP of finance, corporate accountants and business stakeholders to strategize and finalize business requirements
- Led Agile meetings and business reviews with senior leaders and stakeholders
- Facilitated communications with cross-functional teams to manage dependencies
- Developed in Azure SQL Server, SSRS, SSIS, Data Factory, .NET C# MVC, JavaScript

PRIOR WORK EXPERIENCE

REDI Technologies *Lead Software Engineer*   Feb 2013 – May 2016 **Frisco, TX**
Bank of America *Developer*   Nov 2009 - Jan 2013 **Frisco, TX**

ADDITIONAL INFORMATION

Interest: Diversity, Equity and Inclusion, Yoga, Hiking, International Traveling, Reading, Podcasts