

Jim Judd

5441 Washington • Morton Grove, IL • 60053

CELL (309) 361-3090 • E-MAIL jamescjudd@gmail.com • WEB jim.judd.me

PROFILE

Talented Product Manager with additional experience in Business Analysis and Scrum/Agile. Expertise in taking requirements from multiple sources and developing products that are valuable, meaningful, and well thought out.

EDUCATION

Bachelor of Science History and Political Science
Bradley University, Peoria, IL
Graduated May, 2006
Business Analyst Certification
Northwestern University, Evanston, IL
June, 2014

SKILLS

Certified Scrum Master	Python
Functional Documentation	SQL
Business Analysis	Visual Studio Team Services
Quality Assurance	Jira Agile
Business Intelligence	Splunk

EXPERIENCE

Solution Owner – Donnelley Financial Solutions, Chicago, IL
December 2017 – Present

- Managed mutual fund compliance filing platform for two brand new complex regulations from the Securities Exchange Commission
- Worked with clients through interviews and user studies to implement enhancements to the filing platform to increase efficiency and compliance for new regulations
- Led successful effort to onboard over 4000 mutual funds from 21 financial institutions to new filing platform
- Revamped support process to bring turnaround time on support tickets to 48 hours

Product Manager – GoHealth, Chicago, IL
August 2015 – December 2017

- Managed consumer and agent ecommerce platform focused on health insurance and ancillary product sales that had 225,000 enrollments during previous open-enrollment period.
- Led successful effort to implement health insurance subsidy application with HealthCare.gov, leading to 7,000 subsidy applications in the first week
- Launched a new Medicare Shopping platform, leading to an average of 350 non-open enrollment applications per day

- Successfully led enterprise implementations of 5 major partners, including the official marketplace for Illinois, GetCoveredIllinois

Business Analyst – Northwestern University Information Technology

April 2012 – August 2015

- Worked with stakeholders and developers to create functional specifications for reports and query packages for data from multiple sources to report on gifts and related spending from specific accounts
- With input from end users and business owners, maintained and prioritized backlog of tickets related to data warehouses
- Developed and tested prototypes of executive dashboards and scorecards for both internal and external use
- Assisted in implementation of Master Data Management project, combining information from human resources, student enterprise systems, financials systems and alumni systems
- Facilitated implementation of multiple reports, fixes and enhancements to alumni tracking database through analysis, testing and documentation
- Produced documentation, test scripts and functional specifications for a project to automatically extract, translate, match and load data from multiple databases into alumni tracking database

Prospect Data Analyst – Northwestern University Office of Alumni Relations and Development, Evanston, IL

May 2009 – April 2012

- Acted as Business Analyst during database upgrade, collecting requirements and creating documentation
- Programed and delivered ad hoc reports as requested by senior staff using PL/SQL
- Implemented monthly reports to deliver information regarding gift pipeline and fundraising officer metrics
- Worked with various stakeholders to update Prospect Management policies

Development Assistant – Northwestern University Office of Alumni Relations and Development, Evanston, IL

June 2008 – May 2009

- Created tracking system to analyze department performance
- Drafted gift agreements, legal forms and related planned giving documents
- Supported gift planning department directors

Production Manager – National Young Scholars Program, Dekalb, IL

May 2007 – September 2007

- Developed and implemented new policies for the successful operation of conference
- Identified and solved any logistical problems that arose during the course of the program
- Inventoried and organized program materials according to curricular needs