# James Kadunc

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## EXPERIENCE

### Manager, Product Management
**Intuit**
📅 04/2017 - Ongoing  📍 San Diego, CA

- Led team of 4 product managers accountable for the complete CRM experience for Intuit's **20,000 customer service agents**.
- Drove initiative to simplify service agent's core CRM experience, leading to **$8M/year in savings** via reduced call handle time.
- Championed effort to componentize CRM UI, resulting in a **40% decrease in development time** for new experiences.
- Managed the creation of a complete CRM experience for 1000 users from design to launch in **6 weeks** to support a new product line.

### Technology Consulting Manager
**Accenture**
📅 02/2011 - 03/2017  📍 Chicago, IL

- For an international fintech company, led team of 3 consultants developing method for estimating effect of agent workflow improvements on **key customer experience metrics** (e.g. hold time, call handle time, NPS).
- For a Fortune 50 technology company, led a team of 7 developers and 2 consultants on CRM / ecommerce transformation targeting increased contract renewal rate via new partner quoting and selling experience for **$400M/year in sales**.
- For a Fortune 500 chemical distributor, designed and developed integrated supply / demand planning solution targeting improvements in forecast accuracy for product lines constituting **$2.5B/year in sales.**
- For a Fortune 50 retailer, designed and built training for E-commerce order fulfillment system aimed at **lowering order fulfillment cost** via optimization of existing distribution infrastructure.

## EDUCATION

### Bachelor of Science, Chemical Engineering
**University of Wisconsin - Madison**

### Bachelor of Science, Economics
**University of Wisconsin - Madison**

## CERTIFICATIONS

**Certified Salesforce.com Administrator**

**Certified Salesforce.com Platform Developer I**

## MOST PROUD OF

⚡ **Accelerating Solutions**
Evangelized the benefits of componentizing the pieces of our CRM front and back end, resulting in accelerated solution delivery times.

🚩 **Embracing Change**
Led a team of product managers through a period of massive organizational change, helping the team define their identity and value proposition.

## SKILLS

### Technology

`Salesforce.com` `React` `C#` `SQL` `AWS` `Python`

### Business

`Process Design` `Product Strategy` `Change Management` `E-commerce` `Business Case Development` `CRM`

## PASSIONS

📷 **Photography**
I love the combination of artistic and technical aspects.

✈️ **Travelling**
I can't wait to trek the Annapurna circuit.

🚴 **Cycling**
I'm just starting to get into it, but love it so far.