**Recent Work Experience:**

* **Divisions Maintenance Group**, Remote Oct. 2021 – Present

*Product Lead, Work Verification Mobile Apps Jan. 2022 – Present*

* + Product role and ownership expanded based on results of previous role; new product domain consists of internal and commercial mobile apps connected to “boots-on-the-ground” work verification
  + Took over product leadership for internal inspections mobile app that had no true product vision, roadmap, or consistent development cadences; was able to:
    - Set up processes to continuously gather user feedback to develop the vision and long-term goals of the app
    - Move development team from keeping bugs in a spreadsheet to their own JIRA project; increased story throughput and promoted team swarming to collaborate on user stories
    - Take a product that had been in development for a year with no end in sight and release version 1 to internal customers within 2 months of stepping in
    - Prevent the company from taking hits to its reputation and credibility and protect multiple millions of dollars in revenue by preventing the loss of customer contracts
  + Use SQL queries to gauge size and frequency of user pain points and to assist development team in researching bugs
  + Work with UX/UI designer – a direct report – for redesign of mobile app; took measures to safeguard his time from small, time-draining requests by personally handling them

*Sr. Product Manager, Technician Mobile App Oct. 2021 – Jan. 2022*

* + Served as remote product manager of technician mobile apps for company positioned as Uber of facilities maintenance
  + Introduced modern user story writing and JIRA administration techniques to maturing dev teams
  + Developed and owned push alert and communication strategies for mobile apps that did not yet use modern communication methods
  + Used Amazon-style 6-pager format to analyze weaknesses and future improvements for mobile app communications
* **Discover Financial Services**, Riverwoods, IL Oct. 2016 – Oct. 2021

*Product Manager, Credit Card Strategic Partnerships (remote work) Jan. 2020 – Oct. 2021*

* + Served as remote product manager for Discover Card web and mobile software integrations with key partners (such as PayPal, Amazon, and Apple)
  + Balanced 12-month product development roadmap between software enhancements for existing partners and preparations for launching new partners
  + Led software development execution and communication for team that helped increase a key partner’s YoY Discover sales growth by 40%
  + Made data-driven decisions and used SQL / Tableau / Adobe / etc. to analyze data; e.g., saw that an app-to-app provisioning enhancement resulted in a statistically significant 3% increase in completed provisions and prioritized similar enhancements
  + Used “lean startup” techniques to validate product value before moving to implementation, such as with Microsoft Paint mock-ups, hand-drawn sketches, etc., then used the results to proceed with an idea or kill it to prevent the waste of resources
  + Bridged technical concepts to business needs for both development team and business representatives

*Sr. Product Owner Oct. 2018 – Jan. 2020*

*Product Owner, Mobile Infrastructure APIs Oct. 2016 – Oct. 2018*

* + Served as product owner / product manager for a Scrum team focused on API development to connect the company’s backend banking systems to its mobile apps
  + Part of team that finished 1st in 2017 J.D. Power award for credit card mobile app customer satisfaction
  + Promoted to “senior” level as recognition of accomplishments
  + Developed infrastructure for new features that were introduced to the mobile apps, such as:
    - Submitting wire transfer requests online, which previously required submission of a paper form; the total number of wire transfers increased 10x after release
    - Setting up account Beneficiaries online (which previously required calling customer service), reducing Beneficiaries-related customer call volume by 50%
  + Managed roadmap of smaller requests, such as customer-facing production issues and small enhancements
  + Mentored junior Product Owners with regards to best practices and working with a dev team

**Previous Relevant Work Experience (full details at LinkedIn page):**

* Product Owner / Product Manager, Payments Technology at Orbitz Worldwide
* Project Manager, Orbitz Partner Network API Platform at Orbitz Worldwide
* Quality Assurance Tester/Coordinator at Incredible Technologies

**Most Recent Education, pursued virtually outside of work hours:**

* University of Illinois – Urbana-Champaign, MBA Aug. 2018 – Aug. 2020
  + Graduated with 4.0 / 4.0 GPA
  + Completed capstones in Value Chain Management and Innovation & Entrepreneurship

**Previous Education:**

* City University of Seattle, MS in Project Management
* University of Arizona, MA in East Asian Studies
* Case Western Reserve University, BS in Mathematics, BA in Asian Studies, minor in Computer Science

**Project Management and Agile Certifications:**

* PMI-Agile Certified Practitioner (PMI-ACP)
* Certified Scrum Product Owner (CSPO)
* Certified ScrumMaster (CSM)
* Project Management Professional (PMP)

**Related Technology Expertise:**

* Utilizing SQL queries and Python API-connectivity to make data-based decisions
* Advanced use of Microsoft Excel (Pivot tables, VLOOKUP, analyzing CSV files, etc.)
* Atlassian JIRA and JIRA Agile (as a user and administrator)
* Analytics packages such as Tableau and Adobe Analytics
* Postman REST API tool (and familiarity with REST principles) and Visual Studio Code