Ryan Rollman

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PROFESSIONAL BACKGROUND

Ryan is a multifaceted professional with 15+ years' experience in spearheading all aspects of program, product and project management. He excels at achieving ROI, change management, business success, executive interaction and managing accelerated infrastructure growth in fast-paced environments. He is adept at revitalizing organizational structures, improving processes, conceptualizing technical products and platforms, and leading and directing the efforts of the systems. He is able to manage multiple projects to exceed expectations under pressure / time constraints with a strong focus on corporate core values. He is a detailed analyzer with a keen ability to recognize company needs and assimilate to a fast moving and constantly changing environment.

SELECTION OF RELEVANT EXPERIENCE

Product Owner / Project Manger – Web Portal
A Fortune 50 medical device company needed help with a team struggling to deliver its software. Ryan was brought in as a product owner to turn things around. He was able to efficiently identify team and process deficiencies to get the product back on track. He worked with the program manager, development team, marketing/sales team and leadership to deliver the product on time. The structure and processes of the team are being emulated across the technology department as the new method of efficient software development.

Product Management Team – Change Management
As a senior product manager, Ryan led a team tasked with identifying the digital strategy for one of the largest freight brokerage firms in the USA. While working with executive management, the technology team, marketing and the sales team, the product team was able to create a competitive strategy & roadmap that will offer best in class services. Using this strategy, he led a team tasked with reorganizing the technology team to deliver the approved roadmap. Ryan created and led an ongoing collaboration between department heads to ensure the strategy was still valid and update the roadmap as needed.

Program Manager | Transportation Management Systems Integration

Ryan led a team tasked with integrating a transportation corporations' systems with hundreds of external customers. Each integration was unique and utilized XML, APIs, and/or EDI. He was tasked with gathering specific requirements for the larger/high profile integrations from external customers, keeping timelines and holding agile ceremonies. These integrations accounted for 1/3 of the total revenue of the company.

Industry Experience

- Financial Services
- IT Services
- Logistics
- Supply Chain
- Legal
- Telecommunications
- Asset Management
- Medical Device

Functional Expertise

- Program/Project Management
- Product Management/Owner
- Strategy Development
- Change Management
- Sales
- Customer Insights
- Process Improvement
- Data Analysis

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SELECTION OF RELEVANT EXPERIENCE

Technology Expertise

- Azure Dev. Ops
- Jira
- SQL
- Payment Processing
- PowerBI
- Google Analytics
- Wordpress
- SharePoint
- Visual Studio
- Artificial Intelligence (AI)
- IVR
- Softswitch
- SMS Programs

Certifications

- Project Management Professional (PMP)

Deliverables

- Program/Project Plans & Strategy
- Business Case Development
- Executive Steering Presentations
- Budget Forecasts
- Communication Plans
- Roadmaps

Program Manager | Sales Gamification Platform

Ryan led a cross functional team consisting of external vendors, training, IT, marketing, sales, and executive management to implement a platform intended to increase sales effort. The goal was to identify if live public tracking of metrics drove increased sales behavior vs. weekly reports. He was responsible for defining the program, acquiring resources for implementation, working with participants to ensure use and reporting results directly to the CEO & executive management. The impact of the program led to a new understanding of how sales competitions should be run at a multi-billion dollar organization.

Product Manager / Product Owner| Client Web Portal

Ryan served as a product owner for a client portal that served a multi-billion dollar corporation's customers. He led a team that conceptualized, validated, implemented and iterated on all of its features. Those features included billing and payment services, B2B eCommerce, asset tracking, file storage and reporting. Ryan's responsibilities included validating assumptions with potential users via interviews/focus groups, defining and monitoring success metrics, adoption growth, stakeholder communication & buy-in, driving training creation, and advising marketing. This portal became the public facing featured technology of the corporation and processed over $200MM+ in payments annually. The B2B eCommerce features led to an additional $100MM in self-service sales.

Product Manager / Product Owner | API Bidding Platform

Ryan served as the Product Manager/Owner for a multi-billion dollar corporation integrating to a top 3 retailer. Aside from the first integration, the new product allows the company to integrate with any customer, large or small. His responsibilities included managing program financials, creating requirements, identifying milestones, communicating with executives and external stakeholders, and mitigating risks. He also led all UAT activities ensuring the platform delivered on the goal of winning additional business for the company. This integration now serves the organization as the preferred method of doing business for large enterprise customers.

Project Lead | Unstructured Data Mining via Artificial Intelligence Implementation

A multi-billion-dollar organization identified an opportunity to gain customer and employee insight via 3+ million weekly emails. Ryan was tasked with identifying the problems this technology could solve, running the Scrum ceremonies for the data team, and reporting project status and results to executive management. The team identified natural language processing as a solution to process emails at scale. Due to this implementation, the organization identified a more intelligent metric to identify sales success and a better indicator of prospective customers.