

Maranda Zwieschowski

Issaquah, WA 98027 || 920.676.1687 || mrzwies@gmail.com || [LinkedIn](#) || [Github](#)

Profile

Highly motivated, able to multitask and prioritize workload under pressure. Excellent interpersonal skills with ability to build rapport. Team player with attention to detail.

Experience

Wantable, Inc. || Sr. Product Manager

Prior roles include: IT Project Manager + IT Project Coordinator

July 2018 - Present

- Oversaw and lead multiple projects across all phases of SDLC, including a website redesign and a rebrand.
- Defined scope, objectives, deliverables and technical requirements; tracked risks, assumptions, and managed detailed project schedules.
- Maintained project documentation and business procedures.
- Held regular meetings, facilitated communication, ensured coordination, and cooperation amongst team members and between departments.
- Led a team of 11 (frontend, backend, data science, and product).
- Provided technical support across 9 departments, both onsite and remote.
- Conducted user interviews and surveys to determine roadmap of existing and new features. Utilized all available data to prioritize projects and features.
- Set up new methods for internal requests and reports.
- Overhauled and owned the company project process.
- Owned the QA and UAT process for all projects and releases.
- Improved turnaround time for stakeholder requests by 40%+ by leveraging agile methodologies.
- Improved sprint completion rates from ~60% to 90%+.
- Organized and led company wide philanthropic initiatives that engaged us within the community.
- Designed standard operating procedures (SOPs) for reducing administrative entry and error by leveraging data migration tools.

Wantable, Inc. || Customer Service Supervisor

February 2018 - September 2018

- Trained, motivated and led Customer Advocates - including but not limited to delegating, enforcing policies, and ensuring assigned tasks are completed.
- Developed and implemented SOPs, including a training manual for team use.
- Owned and led efforts for becoming accredited and recognized through the Better Business Bureau (BBB).
- Coordinated weekly and monthly projects to guide the CS team towards meeting and reaching their quarterly goals.
- Identified opportunities for process improvement.
- Quickly and intuitively identified system outliers to head off problems and procedural breakdowns, minimizing customer and cost impact.
- Participated in QA for new software releases affecting the team.
- Assisted with delinquent billing, collections, and fraud prevention processes.

Wantable, Inc. || Customer Advocate & Social Media Customer Advocate

February 2017 - July 2017 / August 2017 - February 2018

- Provided personalized support to customers, assisting with subscription management, account troubleshooting, billing, shipping, and QA inquiries.
- Managed social media and Facebook responses, cultivating Wantable's friendly, candid and authentic voice.

(cont.)

Harry & Rose Samson Family JCC || Lead Certified Personal Trainer

July 2014 - August 2017

- Researched market competitors and industry trends to identify potential new products and services.
- Analyzed client needs and requirements, while structuring a tailored plan to lead them to achieving mutual individual and facility goals.
- Encouraged member engagement and participation in promotions and internal events.
- Assisted in monitoring and meeting monthly revenue, service, and satisfaction goals.

Education

University of Washington - Coding Bootcamp: Full-Stack

University of Wisconsin – Milwaukee || MBA

February 2019 - Present

University of Wisconsin – Milwaukee || Kinesiology

September 2013 - December 2016

Software & Skills

Agile Software Development - Tableau - Scrum - iTunesConnect - Office365
SQL - Microsoft Office Suite - Jira / Atlassian Suite - Google Apps Suite - Google
Analytics - Asana - Trello - Github - Freshdesk - Zendesk - CSS - HTML - Javascript -
jQuery - Bootstrap - APIs - Node - Express.js - Postman - Handlebars - React