PRODUCT MANAGER

Skills

Analytical Skills, API, balance, Billing, budget, concept, continuous improvement, contracts, Client, delivery, documentation, driving, UX, leadership, legal, managing, meetings, Optimization, processes, Developing Product, Product Manager, Product Management, Project Planning, project plans, quality assurance, research, sales, specification, stories, Strategic Planning, type, Workflow

Experience

06/2017 to Current
Product Manager Fargo , ND

- As a Product Manager of Integrations, my responsibilities include driving the efficient processes to build feeds, onboard and maintain integrations, document and execute the program road-maps, and be the voice of the client for continuous improvement.
- Be the voice of the customer pertaining to product feedback to present to internal business stakeholders Collaborate with stakeholders to determine road-map, prioritization Work closely with the development team to manage workload and on-going priorities determined by the stakeholders Collaborate with the Development Manager on an ongoing basis to optimize build process, release process and ensure client satisfaction Facilitate writing the detailed user stories and requirements, ensure clear communication of requirements across the Development, UX, Client Services other teams Clearly communicate status, dependencies, or roadblocks to business stakeholders Work closely with the in-house subject matter experts and stakeholders Effectively communicate new integrations/enhancements to all relevant stakeholders (leadership, Client Services teams, and Solutions teams) Engage closely with the engineering team to help determine the best technical implementation methods as well as a reasonable implementation schedule Contribute to the entire cycle of an integration from concept through planning to development and sales supporting activities for existing and new feeds.

08/2016 to 06/2017
Feed Optimization Manager T. Rowe Price ï¼ Colorado Springs , CO

- As a Manager of Feed Optimization my responsibilities included improving our existing job board integrations for North America, client posting experience and facilitating the process of building new integrations.
- Other key items included prioritizing resources, managing the development queue and ensuring the product met company standards.
- Managed the process by which prioritized job boards are added to the development queue Completed the initial research of all requested job boards, estimated the level of effort and feed type the job board should integrate with the Broadbean system Vetted job board technical specification documentation, which included API and batch Managed and facilitated the field optimization projects with relevant stakeholders, including the CEO for a better user experience Conducted Quality Assurance on new integration builds Analyzed the posting volume weekly for scalability and resources needed Managed the day to day relationship with our posting partner Uncovered a system bug that led to vendor over-payment and successfully obtained refund Achieved budget reduction of approximately 23% with our off-shore team Created and successfully implemented new processes for our development and client services teams Created commercial partnership deals to generate new sources of revenue.

02/2015 to 08/2016
Client Implementation Specialist Coupa Software ï¼ Nashville , TN

- As a Client Implementation Specialist my responsibilities included coordinating timelines, key information, activities, and stakeholders to ensure successful role-out from start to finish.
- To ensure successful results and client satisfaction I maintained documentation outlining the processes completed, communications, statuses, and activities throughout the account build.
- I created project plans for the client, which often included being able to identify risks and propose solutions that would best suit the needs of the client.
- Took a leadership role in new client implementations to ensure successful results Coordinated timelines, key information, activities, and stakeholders to ensure successful roll-out Independently worked to drive delivery process by spearheading meetings and pursue key information Partnered with necessary vendors to gather key information necessary for account configuration Customized and configured Broadbean account to meet the needs required of the client Implemented and managed project changes and interventions to achieve project outputs Facilitated the definition of project scope, goals and deliverables Identified, tracked and managed risks and client issues for each implementation Produce accurate results through quality assurance audits and testing account configurations.

04/2012 to 01/2015
Sr. Billing Specialist CareerBuilder.Com ï¼ City , STATE

- As a Senior Contract Billing Specialist I ensure my team meets or exceeds all company standards in processing service agreements, confirming contracts can be delivered upon, and ensuring contracts are official by our legal department's guidelines.
- Delegated responsibilities to balance a heavy work load with strict time lines Consistently recognized for high marks in monthly metrics including accuracy and overall productivity Partnered with sales managers and teams to promote a cohesive work flow between the sales and billing departments.

Education and Training

MBA : Business Administration Keller Graduate School of Management ï¼ City , State Business Administration Graduated with Distinction 4.0
Bachelor of Arts : Sociology/Criminology Northern Illinois University ï¼ City , State Sociology/Criminology Cum Laude, Dean's List Honors