

## PRODUCT MANAGER/BUSINESS ANALYST

### Experience

09/2016 to Current

Product Manager/Business Analyst Amerisourcebergen Corporation - Corporate

- Oversee all aspects of credit product development.
- Using data to drive decisions, create product roadmap and prioritize.
- backlog of work for development team.
- Working with developers, project managers, and external customers, bring new.
- features to market to drive revenue, reduce risk, and increase operational efficiency.
- Key Achievements: Partnered with internal SMEs - up to and include CEO - and external stakeholders to engineer requirements, balancing user satisfaction and product extensibility Led team of developers in year-long, multi-partner project to onboard enterprise client that has increased BlueTarp's revenue by 40% since program inception Coordinated user acceptance and program pilot activities for client, including defining test cases and validating successful results in both internal and external systems Implemented new credit decision engine, integrating multiple credit models and business rules Increased application auto-decision rate from 24% to 54% overall Reduced overall average application processing time by 50% Enabled business to customize applicant treatment by customer segment to maximize efficiency and merchant & applicant satisfaction Owned integration of credit application submission tool into client's UI to deliver seamless application process Supports 200% higher application volume than core business, with 40% fewer dedicated FTEs Automated applicant referral process, including email notifications and online app portal Eliminated need for manual intervention on 1 in 4 referred applications Delivered service to pre-screen client's prospective customers Allowed client's sales force to prioritize sales leads based on likelihood of credit approval Reduced credit bureau costs for client's customer segment by matching applications to pre-screen records.

02/2013 to 09/2016

Credit Supervisor

- Promoted to supervisor after exceeding expectations as a credit specialist.
- Successfully managed team of six employees' performance, exceeding goals around approval rates, turnaround time, productivity and internal policy compliance.
- Provided direction to employees regarding individual performance and development.
- Delivered timely and accurate reports by compiling and manipulating data to inform internal and external audiences of regularly tracked statistics as well as to explain unexpected or irregular results.
- Participated in calls with new partners to introduce departmental procedures and acted as point of contact for questions or concerns.
- Key Achievements: Received inaugural Circle of Excellence (highest company-wide award) for exemplifying company values, 2015 Exceeded all team goals during each year of service; mentored team members to ensure their success as individuals & group contributors Acted as primary point of contact for several key relationships; resolved credit-related issues and collaborated with other departments to provide resolution for other issues Participated in various cross-functional groups to establish BlueTarp's core values and identify opportunities to improve customer and employee experience.

09/2007 to 02/2013

Credit Specialist I, II

- Reviewed new merchants' portfolios to reduce their credit risk, utilizing Excel to combine and analyze data from multiple internal sources.
- Assessed strength of potential new merchant partners and determined whether relationship would be financially advantageous for BlueTarp.
- Participated in development and testing of technological enhancements, including suggesting alternate functionality as well as reporting bugs.
- Provided ongoing support and guidance for junior team members.
- Key Achievements: Far exceeded individual productivity and efficiency goals; achieved highest productivity measure in department history Established organizational tools and strategies to guarantee continued success in position and encouraged teammates to adopt similar strategies Assisted with training of new employees.

### Education

2005

Bachelor of Arts : Philosophy University of Maine Philosophy

### Summary

Product Manager with strong business analytics skills and extensive experience in credit and financial technology PRODUCT DEVELOPMENT - Insight into opportunities for product evolution, including both executing requested enhancements as well as proactively identifying user needs to deliver quality products that increase revenue and/or reduce operational costs DATA ANALYSIS - Deep experience in data extraction, manipulation, and analysis to drive strategic product decisions PROJECT MANAGEMENT - Proven track record of developing schedule and tracking work against it; identifying and mitigating project risks; driving teams to break down and sequence work packages; and managing stakeholder expectations around product delivery dates PROBLEM SOLVING - Tenacious investigative skills that combine technical aptitude and business acumen to quickly determine root cause of issues and implement solutions RELATIONSHIP BUILDING - Demonstrated history of forming and fostering relationships with developers and business partners, facilitating conversations with cross-functional groups, and maintaining continuous communication with project teams and senior management AGILE METHODOLOGY - Experience in and understanding of the Agile Scrum and Kanban project methodologies; ability to lead teams in requirements gathering and developing success criteria through project execution

### Highlights

Windows-based Microsoft Office suite; Atlassian suite of software development and project management software; GSuite; Adobe Acrobat; beginner HTML and Python

#### Skills

Adobe Acrobat, credit, credit risk, client, direction, email, engineer, features, functional, HTML, market, Excel, Microsoft Office suite, Windows, enterprise, organizational, product development, project management, Python, reporting, sales, software development, statistics, supervisor