ECOMMERCE PRODUCT MANAGER

Experience

eCommerce Product Manager 09/2017 to Current Brooks Automation, Inc. Research Triangle Park , NC

- Analysis and documentation supporting rollout of International eCommerce platform using Cloud hosting.
- Point of contact for 3rd party vendor offerings, support, and relationships.
- Creation of presentations and communications to Business Partners on project status and solutioning.
- Collaboration with Development team on design of service-oriented architecture (SOA) for new eCommerce platform.
- Management of cross-functional project issues and risks log.
- Review and collaboration with QA team on testing strategy.

Web Product Manager 02/2012 to 08/2012 Hightower Advisors Los Angeles , CA

- Cross Channel Business liaison; worked with business partners to size and clarify requests for enhancements and new products supporting Stores and Website - www.restorationhardware.com.
- Led requirements gathering initiatives through group iterative design and Subject Matter Expert interviews using Agile methodology.
- Collaborated with development team on defining project scope and assigning work to strategic roadmap.
- Created use cases, user stories and flows, and mock-ups to communicate business requirements to UI/UX and Testing team.
- Worked closely with VP of eCommerce and business stakholders to institute website quality and brand standards.
- Tracked and presented project status and risk factors to business stakeholders using reporting tools and weekly meetings.

Business Systems Analyst 08/2011 to 02/2012 Datadog Chicago , IL

- Business requirements gathering for enhancements and new development supporting www.myFICO.com; an eCommerce site providing FICO Score and Credit Management subscription products.
- Functional requirements gathering, documentation and testing of myFICOmobile application using Agile methodology.
- Lead BSA on development of a PCI-compliant customer Billing and Payment gateway system.
- Support of Finance Group; providing revenue and statistical reporting.
- Support of Marketing Group initiatives, including digital email campaigns, website optimization, sales conversion and consumer traffic.
- UAT testing of all site enhancements in multi-tier environment.

Senior Business Analyst 12/2006 to 02/2011 Csg Systems Incorporated Ne , NE

- Business and systems analysis supporting development and rollout of web-based Policy Administration system for Auto and Home insurance; cross-functional requirements gathering and validation.
- Creation of business requirement artifacts: use cases, technical specifications, test cases, data mapping, and process flows supporting application SDLC.
- Data analysis and defect remediation supporting production environment, including web services layer, CRM and mainframe systems.
- Data transmission management: SQL querying, data validation of DB2 databases to ensure data integrity delivered to multiple systems.
- Analysis and mapping of XML (ACORD and custom schemas) to Cobol, flat file, and proprietary formats.
- Led production Policy Product fulfilment team.

Business Analyst 10/2005 to 12/2006 L3harris Sylmar , CA

- Production and development support of a Life Insurance administration system for independent Agents: www.iitqv.com.
- Support of Oracle Weblogic data transmission processes.
- Management of data delivery projects; business requirements, gap analysis, functional specifications.
- Management of enhancements and fixes; Agent Desktop - a client/server SQL database application.

Systems Analyst 02/2003 to 09/2005 Abbott Laboratories Remote , CO

- Finance and Corporate Administration.
- Oracle PeopleSoft HCM; Production support of Payroll, Benefits, and Security modules.
- Oracle database support; upgrades, enhancements and fixes.
- Point of contact for ad hoc reporting and data delivery from HR databases.
- Server migrations - hardware and system upgrades and documentation.

Senior Applications Specialist 12/2000 to 04/2002 Arthur J Gallagher & Co. Spokane , WA

- Third level application support and scripting of application install packages (Microsoft MSI and Wise Installer).
- Support of law related tools and applications including; calendaring, records storage, time-keeping.
- Deployment and support of MS Windows desktop system to 1,600 users.
- Testing and deployment of all enterprise applications for distribution company-wide.

Education

Bachelor of Arts : Theatre Arts San Francisco State University Theatre Arts Graduate Study - School of Geography

Skills

.Net, Adobe, Adobe Dreamweaver, Adobe Photoshop, ad, Agile, Benefits, Billing, clarify, ClearCase, client/server, CMS, Cobol, com,

hardware, conversion, Credit, CRM, Data analysis, data validation, databases, database, delivery, documentation, eCommerce, email, XML, Finance, Functional, gateway, HP, UX, HR, IBM, DB2, Insurance, law, mainframe systems, Marketing, meetings, Microsoft products, Office, SharePoint, MS Windows, MSI, enterprise, optimization, Oracle, Oracle database, Payroll, PCI, PeopleSoft, presentations, processes, Quality, QA, reporting, requirement, requirements gathering, sales, SDLC, scripting, MS SQL Server, SQL, stories, strategy, strategic, systems analysis, Toad, transmission, upgrades, validation, Visio, Website, Weblogic, IBM Websphere, Wise