

## SENIOR PRODUCT MANAGER, ECOMMERCE

### Profile

Results-focused professional with a proven track record of leading cross-functional collaboration and driving multiple concurrent projects to success. Successful product leadership experience at start-ups in a hyper-growth environment. Great attitude and ability to get things done and who is focused on solutions rather than obstacles. Remains calm and poised even in high-pressure situations. Unafraid to learn new ways to tackle a problem. Excellent oral and written communication skills and strong interpersonal skills. Highly motivated self-starter with a positive attitude and a strong work ethic.

### Professional Experience

Senior Product Manager, Ecommerce 01/2015 to 12/2016 J2 Global Communications, Inc. Clearwater , FL

- Created, Developed and championed a product vision, product strategy, and product roadmap in support of company goals and objectives.
- Collaborated with our Operations and other internal teams to identify business needs, define requirements, and develop a best-in-class online global marketplace.
- Partnered closely with Engineering to drive the site road map and manage the implementation of site enhancements from defining required functionality, conducting usability testing and analysis to deployment and leading on-going improvement.
- Collaborated with the business, user experience, and development teams during discovery to assess value, usability, and feasibility of product features.
- Served as a liaison and point of contact within the organization to evaluate, prioritize, develop, manage, and test new features.
- Collaborated closely with the engineering team during development.
- Measured efficacy of site functionality and report dashboard results including regular site metrics.
- Conducted user studies and market research to advocate for new functionality and solutions that optimize the site experience.
- Coordinated post-launch activities to validate that the product works as designed and that operational processes dependent on the feature successfully complete acceptance testing.

Quality EIT Manager 07/2010 to 10/2013 Magna International Inc. Birmingham , AL

- Implemented the first wings quality employee involvement and employee engagement model building strength from the ground up for a solid foundation with robust processes and employee satisfaction for the 737 wings quality organization.
- Facilitated teams focusing on the relentless removal of waste (AIW, VSM, 3P, Lean Academies).
- Coached and trained EIT teams on lean thinking and continuous improvement concepts and methodologies.
- Acted as an "agent of change" to drive the necessary evolution and continuous improvement for the wings quality organization and manufacturing.
- Participated in the 737 wings panel seal workshop that was instrumental in defining & documenting work statement, developing a cycle plan that supports the areas outside seal booths, staffing plan to support the necessary cycling, transition plan for utilizing old seal booths to the new seal booths, developing a plan to establish a consistent standard for seal quality which meets specification, equipment list required to work outside booths, and identify necessary IP changes.

Executive Co-Chair 03/2009 to 08/2010 Conagra Brands, Inc. Salt Lake City , UT

- Sponsored and deployed a 737 Program-wide 'Diversity Fuels Our Business' educational campaign to increase awareness and understanding of how Diversity and Inclusion give the enterprise a competitive edge.
- Led 2 teams of 20+ diverse BCA leaders and grew them into effective agents of change through mentoring and training.
- Integrated Affirmative Action, Human Resources, Employee Service Center, 737 Program, and Global Diversity and Employee Rights targets to craft the Diversity Councils charter, best practices, by-laws, operating rhythm, and goals.
- Hosted the first ever 737 Diversity Fair in collaboration with the Safety Fair team, Quality Organization, Program Management Office, Safety Organization, HR, Site Services, Eurest, Employee Service Center, 737 Leadership, other Diversity Councils and Boeing's various Affinity Groups.

Quality Manager 06/2008 to 07/2010 Boeing City , STATE

- Provided leadership and guidance for the 737 wings quality personnel in the execution of organizational goals, objectives, and functional processes.
- Oversaw daily inspection methods to support production delivery and emergent requirements.
- Provided technical expertise to employees and value stream partners on the Quality Management System.
- Interacted with on-site quality and manufacturing leaders to ensure build operations were performed to specification and customer satisfaction.
- Led quality team in the design and implementation of inspection tool kits for the wings organization.
- Organized, facilitated, and Co-led workshops to promote lean improvements within the wings quality division.
- Environmental, Health and Safety - Knowledgeable of and adhere to ISO 14001 standards and certifications, employee responsibilities, HSI requirements, safety policies and procedures.

Quality Team Leader 04/2006 to 06/2008 Boeing City , STATE

- Assisted management in the planning for statement of work changes, emergent needs, and over-time requirements.
- Developed our organizations training plan and provided training for all new integral fuel cell inspectors, familiarize team with the customer needs, specifications and design standards, work area processes, and techniques and tools to support task performance.
- Monitored compliance in areas such as: safety, certified tools and materials, and monitored training.

- Achieved and maintained 5S objectives.
- Facilitated communication between shifts, teams and other organizations.
- Participated in an accelerated improvement workshop that was instrumental in initiating process improvements in the 737 wings laydown through the use of concurrent inspections.

Inspector Integral Fuel Cell/Functional Test 11/1996 to 04/2006 Boeing City , STATE

- Performed in-process, end item and shakedown inspections of integral fuel cell structures with applicable drawings,.
- specifications, precision measuring instruments, quality standards and manufacturing plans.
- Worked with wings manufacturing team to identify and reduce defects through root cause analysis and corrective action.of non-conformances to reduce defects, minimize rework, reduce cost and improve quality to meet all requirements.

#### Education

Finance 2013 Harvard University Extension School City , State Completed 12 credits toward an ALM in finance.

Interdisciplinary Arts & Sciences 2012 University of Washington City , State

Minor in Law & Policy

Executive Certificate : Leadership & Management 2009 University of Notre Dame City , State

Master Certificate : Applied Project Management 2009 Villanova University City , State

#### Skills

Leadership, Marketing Motivation, Negotiation Skills, New Business Development, Operations Start-Up, Organizational Restructure and Change, Organizational Skills, Outsourcing PC Competent, Performance Evaluations, Problem Resolution, Process Redesign, Product Analysis, Product Development, Project Management, Project Planning, Quality Management, Regulatory Affairs, Risk Management, Sales, Service Quality Improvement, Staff Development, Change Implementation, Communication Skills, Community Outreach, Contract Negotiations, Cost Reductions, Cross-Cultural Communications, Customer Relations, Distribution Management, Diverse Market/Industry Knowledge, Employee Scheduling, Expense Control, Facility Management, Fast Learner, Global Sales and Marketing, Interpersonal Skills, Inventory Control, Staffing, Strategic Planning, Supply Chain Management, Team Building, Team Leadership, Time Management, Training and Development, Vendor Partnerships, Vision, Workflow Planning, Administrative Skills, Analytical Skills, Branding Budget Development.