PRODUCT MANAGER & UX DESIGNER

Executive Profile

[Job Title] driven to manage costs and establish strategic, mutually beneficial partnerships and relationships with users, vendors and service providers. Ambitious [Job Title] who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals. Chief Operation Officer with company oversight, committed to cost-effective management of resources and quality performance.

[Job Title] offering outstanding presentation, communication and cross-cultural team management skills. High-energy, results-oriented leader with an entrepreneurial attitude.

Innovative executive and marketing professional experienced in high-volume, multi-unit, retail and business operations. Desires a high-level position in a professional corporate environment.

[Job Title] skilled in talent recruiting, asset protection, financial management and customer relations.

Visionary Operations Executive with solid experience managing all levels of multiple projects including budgeting and administration.

Award-winning sales executive with international sales experience.

Accomplished Executive with demonstrated ability to deliver mission-critical results.

Professional Experience

Product Manager & UX Designer
May 2015 to Current Ceridian Corporation - Tampa , FL

- Worked on creating an industry specific 3D modeling application from the early stages.
- Created all of the UX design and managed development.
- Established product strategy and roadmaps from requirements gathering, and market analysis.
- Lead regular meetings to communicate risk, and progress updates to key stakeholders.
- Created personas, task flows, wireframes, and prototypes for new web and mobile applications.
- Managed international team of 4 engineers and 2 QA.

Associate Product Manager
July 2012 to December 2014 Harmon International Industries - Dearborn , MI

- I was one of the first members of the product team during a time of rapid growth.
- I was directly responsible for multiple products across several platforms, including web, desktop, and mobile.
- Managed the design and development of Fitbit Connect from concept to launch.
- The app allows for users to setup, sync, and firmware update all Fitbit products using an embedded web framework.
- The app serves as the entry point into the Fitbit ecosystem and can be adjusted server-side.
- Lead the creation and release of Multi-Device, which provides an accurate portrayal of asynchronous data from several Fitbit trackers.
- Designed and launched Device 101's, making help info and onboarding content for trackers accessible cross-platform.
- Designed and managed the implementation of analytics structures for all platforms, using Mixpanel, Google Analytics, and backend data.
- Managed workload for team of 6 backend and frontend engineers locally, and 3 international engineers.
- Spearheaded internal and external, large and small sized beta testing to uncover product issues, summarizing quantitative and qualitative findings for stakeholders.
- Performed competitive analysis to create feature requirements for new product offerings Created wireframes for new feature development.
- Conducted continuous user testing and qualitative surveys to inform product improvements.
- Provided on-site comprehensive training to support teams in San Francisco and Greece technical related issues.
- Used Agile best practices to manage engineering work on JIRA in a continuous deployment environment.
- Wrote product manuals for 4 first generation products.
- Performed QA tasks for technical related issues as needed.
- Extracted customer issues from Amazon and other retail sites, and consolidated findings for executives.

QA Analyst
March 2012 to July 2012 Avaya, Inc. - Fairfax , VA

- Identified issues with products and consolidated findings into reports for stakeholders.
- Tested software and hardware revisions for new products.
- Created version release criteria for new hardware products.
- Triaged technical issues for development team.
- Trained support team on how to resolve technical issues.

Technical Support Engineer
April 2011 to February 2012 3vr Inc - City , STATE

- Resolved high-profile hardware and software technical issues for security products, including video recognition, video processing, IP camera setup.
- Coordinated technical investigations between sales, engineering and end-users.
- Served as primary customer service contact for long-term investigations, through e-mail and phone.

Education

Web Development: SQL, HTML, CSS : Economics Politics JIRA , 2010 Regis University - City , State Economics Politics JIRA General Assembly, San Francisco, CA, 2015 Design: Omnigraffle, Photoshop, Sketch UX Design Analytics: Google Analytics, Mixpanel KISSinsights,

Excel, Tableau
Skills
3D modeling, Photoshop, Agile, competitive analysis, CA, hardware, concept, content, CSS, customer service, e-mail, Google Analytics, UX, HTML, IP, market analysis, meetings, Excel, camera, progress, QA, requirements gathering, retail, sales, San, SQL, strategy, surveys, Tableau, phone, video, Web Development