

SENIOR PRODUCT MANAGER
Professional Summary
Skills

- PROFESSIONAL SUMMARY

- Energetic, creative, and strategic Senior Product Manager comfortable managing staff, infrastructure, and business relationships with equal ease. Lead six successful product launches to meet multiple business needs. Proven ownership of every phase of production design, testing and manufacturing for my team's products. All while cultivating interdisciplinary relationships with all product stakeholder groups to utilize customer feedback and testing for ideal outcomes.

- ACCOMPLISHMENTS

- Created two SaaS products from concept to launch with four additional supporting products with over 100k users.
- Created a process to gather diverse stakeholder groups to give constant feedback during the product creation process.
- Migrated from waterfall to scrum methodology.
- Collaborated with team of 30 offshore developers for new functionality and ongoing support.

- SKILLS

- Complex Problem Solving
- Cross-departmental Alignment
- Verbal and Written Communication
- Product Lifecycle Management
- Product development
- Strategic planning
- Business Relationship Management
- Product Roadmaps
- Staff Management
- Business intelligence, Specification
- Business operations, Staff Management
- Business processes, Strategic
- Change management, Strategic planning
- Charts, System integration
- Concept, Training materials
- Delivery, Vision
- Product development, Workflow
- Drivers, Written
- Features, Written Communication
- Hiring
- Managing
- Performance management
- Personnel
- Policies
- Presentations
- Problem Solving
- Problem-

- solving skills
- Processes
- Product Manager
- Quality
- QA
- Relationship Management

Work History

Senior Product Manager , 04/2021 to Current

Alteryx â€“ Birmingham, AL

- Oversaw product team, including internal employees and offshore development team.
- Developed and implemented product strategies and roadmaps for six applications.
- Owned launch, success criteria, and support plan of priority product solutions.
- Established shared vision across company by building consensus on priorities leading to product execution.
- Built effective relationships with internal and external stakeholders to understand business needs to produce clear, thorough written specification for all feature functionality and user flows.
- Defined and owned business rules, data model, data flow and system integration charter.
- Guided development to implement dynamic user experiences which capture business objectives.
- Coordinated and drove execution; managed project schedules, and worked collaboratively across development organization (design, engineering, QA, UAT) to ensure timely delivery of high-quality features, including change management.
- Developed training materials for new feature launches.
- Collaborated with business and IT teams to identify all new or changing programs, integrations and processes required for successful project implementation.

Product Manager , 01/2016 to 04/2021

Avison Young â€“ Fort Lauderdale , FL

- Owned product roadmap(s) for peer review and ethics technology.
- Transformed peer review and ethics process using technology.
- Developed and managed governance of peer review and ethics technology.
- Understood and advocated for needs of users.
- Produced clear, thorough written specifications for all feature functionality and user flows.
- Worked with engineers to align technical designs and decisions with product needs.
- Coordinated and drove execution; managed project schedules and work collaboratively across development organization (design, engineering, QA) to ensure timely delivery of high-quality features.
- Built effective relationships with internal and external stakeholders and align on clear, actionable product strategies and priorities.
- Prioritized, defined, and validated features, aligned to strategic initiatives and business drivers/priorities.
- Partnered with support team to understand and prioritize user issues and feature requests.
- Established shared vision across company by building consensus on priorities leading to product execution.
- Owned launch, success criteria, and support plan of product solutions implemented.
- Managed all aspects of direct report personnel including hiring, performance management, career development and establish metrics for productivity evaluation.
- Developed training materials for new feature launches.
- Developed and presented presentations to various groups as needed.
- Consulted with product development teams to enhance products based on customer data.
- Lead change management initiatives to support success of launches.

Business Analyst , 01/2013 to 07/2016

Maximus, Inc. â€“ Nashville , TN

- Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Mapped current business and operational processes and recommended areas for improvement.
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.
- Assisted in planning of user acceptance testing efforts.
- Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
- Owned and prioritized product backlog.

Associate Business Analyst , 04/2011 to 05/2013

Hcsc â€“ Helena , MT

- Mapped current business and operational processes and recommended areas for improvement.

- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Documented business processes and analyzed procedures to align with changing business needs.

Service and Operations Coordinator , 09/2010 to 04/2011

3T Culinary, Inc " Denver , CO

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Monitored employee productivity and optimized procedures.
- Collaborated with area managers to evaluate needs and optimize operational plans.

Member Services Specialist , 01/2008 to 09/2010

Dow Chemical Employees' Credit Union " Midland , MI

- Maintained up-to-date knowledge of product and service changes.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Increased efficiency and team productivity by promoting operational best practices.

Education

Master's : business administration , 05/2011

Liberty University - City , State

Bachelor of Arts : Criminal Justice, Sociology , 05/2008

Guilford College - City , State

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