PRODUCT MANAGER

Executive Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

Core Competencies
Professional Experience

Product Manager
May 2015 to Current Us Bank ï¼ Telecommute , NV

- Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
- Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.
- Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).
- Experience creating custom objects and integrating existing desktop and web apps with legacy mainframe systems.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
- Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's need.
- Experience in data migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard and Informatica Data Loader.
- Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
- Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules.
- Experience in SalesForce Testing and Administration spanning all facets of package software and SaaS application implementation.
- Strong knowledge & experience working in teams implementing Agile Methodologies.
- Knowledge in Salesforce.com SFA, Force.com Apex Classes, Apex triggers, Integration, Visual force and Financial Force.com API.
- Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

Logistics Manager
August 2013 to May 2015 Graphic Packaging ï¼ Asheboro , NC

- Worked closely with various teams across the company to identify and solve business challenges utilizing large structured, semi-structured, and unstructured data in a distributed processing environment.
- Developed a new time allocation strategy for FreshDirect LLC that boosted productivity by 5 percent and analyzed customer-buying habits, which correctly predicated the resurgence of corporate sales giving us a jump on the competition.
- Used Stochastic Optimization for Inference to provide strategic direction to the company.
- Utilized Decision Theory on product sales trends to recommend capacity decisions.
- Performed Logistic regression on delivery time data to create accurate time models.
- Scrutinized and tracked customer behavior to identify trends and unmet needs.
- Developed statistical and likelihood models to forecast inventory and procurement cycles.
- Assisted in developing internal tools for data analysis.

Supply Chain Analyst
January 2010 to January 2012 Koch Industries, Inc. ï¼ Mcfarland , WI

- Documented requirements, defined scope and objectives, and formulated processes to parallel overall business strategies.
- Performed gap analysis between the "As-Is" model of the legacy system and the "To-Be" model to identify the gaps, logged issues relating to the identified gaps.
- Created test data requirements and partnered with team to load required data in QA, and UAT environments for production, regression, integration and system testing.

Education

Master of Science : Engineering Management , 2013 New Jersey Institute Of Technology ï¼ City , State , USA

Engineering Management

Bachelor of Science : Information Technology , 2011 Bachelors In Vellore Institute Of Technology ï¼ City , State , India

Information Technology

Skills

Account Management, Agile, API, Business objects, Business Processes, business strategies, Call Center, Case Management, com, inter-personal skills, Excellent communication, draw, CRM, client, clients, data analysis, data migration, delivery, direction, edge, edit, FileMaker Pro, Financial, Forecasting, functional, GIS, Informatica, inventory, mainframe systems, MapInfo, marketing strategies, Marketing, Excel, MS office, MS outlook, Modeling, Optimization, page, personnel, pick, predict, Processes, procurement, Project Management, QA, Requirements gathering, risk management, Sales, SAP, SAS, SQL, strategy, strategic, Strategic Thinking, structured, validation, Visual Basic, Workflow