MAX DAVIS

Technical Writer & Content Strategist

maxkdavis1@gmail.com
312 720 2123
https://maxkdavis.netlify.app

EXPERIENCE

M1 FINANCE
DATA ANALYST, PRODUCT ANALYTICS
JUNE 2022 - PRESENT / CHICAGO, IL

> Defined processes to help embed data analysis throughout product discovery and development. Created the company's analytics team Confluence page to expand on the team's roles, tools, and processes.

> Built documentation to support the launch of the company's new data framework and metrics library. This documentation is leveraged across all three product verticals to guide the product development process.

> Presented analyses of users' clickstream data to stakeholders to drive business decisions

JPMORGAN CHASE & CO
ASSOCIATE PRODUCT ANALYST
2019-2021 / CHICAGO, IL

> Collaborated with product managers, designers, and business stakeholders to define product requirements and user journeys

> Documented user feedback to help business stakeholders update their resource pages and training materials

> Created the user guide for the Options Trading Dashboard along with an FAQ page and Help Center articles. The guide is used by the entire Wealth Management trade desk.

> Partnered with the lead product manager to build the style guide and wireframes for the Options Trading Dashboard

BUSINESS ANALYST
2016-2019 / CHICAGO, IL

> Established a scalable trade reporting system for more efficient client outreach

> Produced hundreds of Help Center articles that served over 3000 Wealth Management professionals

FIDELITY INVESTMENTS
RELATIONSHIP MANAGER
2014-2016 / SCHAUMBERG, IL

> Managed client relationships and assisted the financial planning process and co-managed four books of over 1000 households with $900 million in total assets

> Delivered fundamental investing presentations to educate investors and attract clients

SKILLS

PROGRAMMING + MARKUP LANGUAGES
Markdown
HTML
CSS
Javascript
REST API + documentation

TOOLS & PLATFORMS
Git
Github
Jekyll
Tableau • Certified Desktop Specialist

PROJECT MANAGEMENT + DESIGN
Jira
Asana
Figma
Confluence
Microsoft SharePoint
Microsoft Office Suite
Agile Framework

EDUCATION

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN
College of Liberal Arts & Sciences
Bachelor of Arts in Political Science
Minor in Statistics
2010 - 2014