

# Nick Ross

Phone: (720) 308-5960 | Email: [msp4msps@tminus365.com](mailto:msp4msps@tminus365.com) | Loveland, CO 80538

LinkedIn: [/NickRoss](#) | Portfolio: [/NickRoss](#) | GitHub: [/msp4msps](#)

Ambitious problem solver and collaborative Product Manager with a background in project management and customer service. Experienced in product roadmapping, market analysis, value proposition, sprint planning and execution who can speak with both business and technical stakeholders. A mobilizer who enjoys product analytics and A/B testing to tackle new challenges using data visualization. Strong emphasis on working cross-functionally with a like-minded team to ensure optimal results.

## Technical Skills

**Software:** Jira, Miro, Wrike, Figma, Google Analytics

**Programming Languages:** Javascript, PowerShell

**Frameworks and Methodologies:** Agile methodologies, Product Lifecycle Management, Schedule Management with Backlog, Roadmap Development, Product Optimization, Data Analysis, Sprint Planning and Execution along with Persona Development with Epic and User Story creation.

## Experience

### Internal Operations Director

**Pax8**

**2019-Present**

**Denver, CO**

Product Owner for first monetized solution. Acted as a liaison among internal product management contacts or teams and external stakeholders. Implemented roadmap for current and future product ideas that aligned best practices with marketability with individual partners. Worked cross-functionally with other teams, like finance and marketing, to streamline operations and external communications.

Key Accomplishments:

- Lead go-to-market of first product offering and subsequent releases
- Act as liaison between engineering, design and marketing teams to maintain accurate product details and priorities.

### Solutions Engineer L2

**Pax8**

**2018-2019**

**Denver, CO**

Acted as consultant to architect and implement cloud solutions on Microsoft 365 and Azure. Pre and post sale implementation lead for various cloud products that span productivity, continuity, security, and infrastructure. Specialist in five professional service automation tools such as ConnectWise and AutoTask.

Key Accomplishments:

- Performed over 100 consulting projects with uniquely defined scopes of work.
- Initiated the “Professional Services” team which now brings in substantial revenue per month
- Acquired Microsoft Expert Administrator certification

**Service Delivery Manager**  
**Pax8**

**2017-2018**  
**Denver,CO**

Acted as a liaison among internal provisioning processes and external stakeholders. Ensured the delivery of services of over thirty cloud products. Managed all escalations and delivered best in class service for all regions in the United States. Scrutinized partner data and worked interactively with Sales, Support, and Service Delivery to address concerns to achieve client satisfaction.

Key Accomplishments:

- Answered high volume of partner requests. Responded to 500+ client inquiries and resolved product concerns and questions.
- Managed growth in ticket workload of over 100x in inquiries as Pax8 experienced hyper-growth

## **Education**

**Bachelor of Science, Business Management** – Florida State University

Tallahassee, FL