

# JESSICA NG, MBA, CSM

San Francisco, CA 94108 • 850-321-1755 • [jessicakamanng@gmail.com](mailto:jessicakamanng@gmail.com) • [/in/jessicakng](https://www.linkedin.com/in/jessicakng)

## SENIOR PRODUCT MANAGER

Dedicated and compassionate senior product manager with 15+ years of experience leading cross-functional teams to plan, build, launch, and manage customer-centric innovations. Experienced in building products that improve operational efficiency and increase workflow automation tenfold for end users.

- Inspired by the transformative power of tech and passionate about harnessing cutting edge-technology.
- Committed to empowering individuals and businesses by providing them with seamless and inclusive access to secure, efficient, and user-friendly digital services.
- Skilled at bridging customer needs and technical solutions, developing and optimization of intricate complex workflows, and driving innovative solutions from 0 to 1.

## AREAS OF EXPERTISE

- |                                  |                                |                          |
|----------------------------------|--------------------------------|--------------------------|
| • Strategic Planning & Execution | • Agile & Scrum Methodologies  | • Cross-functional Teams |
| • Product Development & Launch   | • Project Lifecycle Management | • User Discovery/Testing |
| • Team Building & Leadership     | • Product Strategy             | • Analytics & Data/SQL   |
| • Team Communication             | • Team Collaboration           | • Complex Workflows      |

## PROFESSIONAL EXPERIENCE

### Senior Product Manager

2021 – 2023

#### First Republic Bank, San Francisco, CA

*Delivered cost-effective technical solutions for a Loan Origination System product overseeing end-to-end product development, while leading a team of 10 dotted line reports.*

- Developed cost-effective and resilient solutions for business, resulting in substantial cost reductions, a 20% boost in efficiency, and the automation of workflows for 200+ internal end users.
- Spearheaded groundbreaking “Counteroffer” feature, boosting operational efficiency by 20%. Achieved high adoption rate among senior executive users, processing 30 successful Counteroffer loans in the first month.
- Delivered hands-on demonstrations and training for 200+ internal end users, enhancing user satisfaction, end user adoption and engagement.
- Collaborated with 5+ cross-functional teams to conduct comprehensive product integration testing amid changes, ensuring smooth and uninterrupted operation of the product, building user confidence and trust.

### Senior Product Owner

2021 – 2021

#### Wells Fargo, San Francisco, CA

*Implemented cutting-edge solutions for the development and launch of a minimum viable product MVP for a microservices architecture, specifically designed for the workflow of opening consumer deposits accounts. Led a team of 5 delivery dotted line reports and oversaw end-to-end product development.*

- Led and oversaw MVP launch. Delivered exceptional product solutions that enhanced scalability, agility, and flexibility in software development, resulting in accelerated delivery times and product updates for the client.

## Senior Product Owner

2019 – 2020

### First Republic Bank, San Francisco, CA

*Led and supported Customer Due Diligence KYC product platform migration, delivering a seamless transition for end users. Spearheaded innovative business solutions to produce new superior product features.*

- Led product platform migration and successfully implemented new features, resulting in a 20% operational efficiency boost, 100x improvement in Regulatory Compliance, and workflow automation for 100+ internal users.
- Conducted efficient demos/training for 100+ internal users across various departments, enhancing their comprehension of the new platform and its features, resulting in 20% increase in user productivity and heightened awareness.

## Senior Product Owner

2017 – 2019

### Wells Fargo, San Francisco, CA

*Delivered cutting edge technical solutions for a Customer Due Diligence KYC product. Oversaw end-to-end product development and led a team of 5 dotted line reports.*

- Developed cost-effective and fault-tolerant solutions for business, resulting in substantial cost reductions for the bank, increasing operational efficiency by 20% and workflow automation for 200+ internal business users.
- Conducted successful demonstrations and training sessions for 200+ internal end users, spanning multiple teams located in diverse geographical regions, enhancing end user satisfaction, performance, and engagement.

## ADDITIONAL EXPERIENCE

**Project Manager, Wells Fargo, San Francisco, CA, 2017-2017:** *Led multiple API and process improvement projects streamlining business and project processes by 100% and increasing operational efficiency among colleagues.*

**Business Analyst, Hellmann Worldwide Logistics, Miami, FL, 2014-2017:** *Led EDI digital implementations, increasing workflow automation and improving process improvement by 100x.*

**Business Analyst, VMR Products LLC, Miami, FL, 2013-2014:** *Delivered cutting-edge solutions for e-commerce digital marketplace at tech startup, increasing customer sales by tenfold and boosting customer satisfaction.*

**Business Analyst, Ryder Systems Inc., Miami, FL, 2013-2013:** *Implemented enhancement upgrades to truck rental digital website, boosting external client satisfaction.*

**IT Business Analyst, Third Solutions, Miami, FL, 2011-2012:** *Implemented innovative solutions for e-commerce digital receipts marketplace at tech startup, increasing workflow automation by 100% and boosting external client/customer satisfaction.*

## EDUCATION

**Master of Business Administration (MBA) in International Business |** Florida International University

**Bachelor of Science (BS) in Management Information Systems, Finance |** Florida State University

## CERTIFICATIONS & CREDENTIALS

**Certified Scrum Master Certification,** Scrum Alliance

**Project Management Certification,** Florida International University