

Nicholas W. Vertucci

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INDIVIDUALS and INTERACTIONS over Processes and Tools.



Education

Technology Education

State University at Oswego

- NYS Teacher Certified K-12 for Technology Education

2011
Oswego, NY

Career

Product Manager

Act as a mini CEO to help bridge gaps between software and personnel while also identify and execute on key performance indicators, design marketing campaigns, forecasting, and report P&L.

JUL 2016 - Present
Accela

- Manage the Legislative Management Suite of products through their entire life cycle
- Develop the product roadmap based on data driven decisions to; articulate the unique value proposition based on a deep understanding of the product domain and customer requirements
- Create the goals that define the success of the product suite and build data-based cases to help apply actions to achieve such goals
- Collect and build standardized KPI targets to drive achievement of key metrics for the product suite across Accela
- Responsible for the overall business planning in a cross-functional environment from sales, support, marketing, engineering, and delivery
- Lead efforts to continually improve product, process, and people to better serve the product's fit in the market
- Orchestrate product execution with engineering team while collecting metrics to determine success/failure of each release
- Daily collaboration and communication while working closely with sales, support, CARE, engineering and delivery teams to make sure satisfaction and product goals are met

Product Consultant

IQM2 was acquired by Accela, Inc. in JUNE of 2014. Acted as Product Consultant/Owner within an Agile engineering environment.

JUN 2014 - JUL 2016
Accela

- Understand the customer needs and engineer creative solutions that address technical and business requirements for government agencies
- Work closely with Product Management and Engineering to architect technology solutions that meet the market needs

- Responsible for standardizing features that optimize the delivery of the software
- Write specification documents and compile release notifications for massive internal and external communication
- Document and train internal staff
- Define best practices and delivery standards to be used when implementing
- Track the adoption of the packaged solutions within Legislative Management and plan for iterations as needed on a 2-3 week engineering cycle

Product Analyst

FEB 2014 - JUN 2014

Product Analyst for a governmental software startup allowing agencies of the private and public sectors to streamline their meeting management processes.

IQM2

- Identify internal pitfalls and execute on key performance indicators in order to increase agency delivery rate
- Support and manage both agency delivery projects and streaming assets allowing agencies to LIVE stream meetings through the Civic Streaming application
- Research market value and prioritize/balance both the needs of customers and key stakeholders
- Communicate the product suite roadmap both internally and externally to create a clear vision and achieve key buy-in
- Introduced metric-driven decision making for escalation procedures and service level agreements

Product & Support Specialist

APR 2012 - FEB 2014

Technical Product & Support implementation specialist for a governmental software startup allowing agencies of the private and public sectors to streamline their meeting management processes.

IQM2

- Successfully trained over 100+ agencies while addressing customizable needs, process analysis, and modernizing the meeting life cycle
- Created, maintained, and managed entire product suite technical documentation knowledge base
- Managed and administrated customer support portal for direct customer assistance via phone and email ticketing platform (Zendesk)
- Executed QA testing procedures and managed test plan organization for iterative release cycles

Skills

Agile Development, Curriculum Planning & Design, Staff Development, Project Management, Product Management, Zendesk, JIRA, Confluence, Trello, Asana, Microsoft Suite, Visio

References available upon request

Linked in <https://www.linkedin.com/in/nickvertucci>