

# PETER PHAN

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## WORK EXPERIENCE

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### Cisco

San Jose, CA

Business Analyst/Project Manager

October 2019 - Present

- Plan and manage the Marketing Tech Stack software and licensing move to the Cisco eStore
- Cross functionally plan with the New Experiences PM & IT Teams, CDC IT Team and UI/UX teams in order to create a Social Feed on the Cisco.com Search site
- Collaborate with localization team to ensure Search is optimized to perform well locally
- Organize agenda, speakers, and run Quarterly Business Review and Marketing Technology PMO meetings
- Track and monitor monthly projects with our internal IT team using Rally to create workflows and quarterly priorities
- Perform QA and offer alternate solutions to ensure timely delivery of objectives to multiple product marketing teams across regions

### ComplianceEase

Burlingame, CA

Associate Product Manager/Business Analyst (Feb 2016 – Oct 2019)

February 2016 – October 2019

- Analyzed and helped prioritize implementation of HELOC license support that resulted in reduction of Engineering/QA effort by more than 50%. The implementation resulted in a 54% usage rate and 66% revenue increase in the product
- Owner and designer of Profile ID, a feature catered to resellers and regulators, adding the ability to customize settings on the fly and increase data submission accuracy on a per loan/audit basis
- Gathering requirements, writing user stories, maintaining backlog, scheduling, bug triage in JIRA
- Certified ScrumMaster (CSM) – March 2016

### ComplianceEase

Burlingame, CA

QA Engineer

September 2012 - July 2015

- Created test plans and test cases, executed and reviewed automated test cases, validated bug fixes, filed bugs in JIRA
- Re-factored Java automation scripts in a Selenium framework and databases to make the testing tools more scalable to accommodate complicated test suites
- SQL queries in both MS SQL Server and Access

### Google

Mountain View, CA

Quality Control Operator

September 2009 – June 2011

- Beta tested new features for Google Editions (now Google Play Books) and various Google projects
- Excellent Leadership Award for Training for Q3 2010 - October 2010
- Certificate of Excellence for Q1 2010 - April 2010

## EDUCATION

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### San Jose State University

San Jose, CA

Bachelor of Science, Management Information Systems

December 2008