

# ROSEMARY J. TERIBERY

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## SUMMARY

Product Manager with 15+ years of experience translating customer needs and complex systems into clear roadmaps and delivered products. Proven ability to bridge business strategy, technical execution, and user experience to deliver high-impact solutions in Agile environments.

## EXPERIENCE

**Thomson Reuters** - Ann Arbor, MI

*Product Manager*

2022–2025

*Promoted into product leadership after 15 years as a domain expert and customer advocate within the organization.*

- Partnered with engineering, design, and marketing to deliver features that improved customer workflows and reduced support escalations.
- Acted as the voice of the customer by leading discovery and needs assessments that directly informed roadmap priorities.
- Prioritized trade-offs and managed backlogs within a Scrum environment to ensure alignment with company goals.
- Developed and maintained product roadmaps informed by customer data and analytics.
- Managed the full product lifecycle for new and legacy products, from discovery through delivery, balancing strategic vision with tactical execution.
- Adapted focus between high-level strategic planning and hands-on execution based on the product's lifecycle stage.

*Senior Consultant – Global Technical Support*

2007–2022

*Built deep product and customer expertise supporting global enterprise clients.*

- Resolved escalated technical issues and software operational queries for internal and external stakeholders.
- Served as interim Product Owner for software upgrades, redesigns, and pre-release quality analysis.

- Bridged customer feedback into product development by documenting needs and defining new software features.
- Developed and managed knowledge resources, including technical documentation and customer-facing support content.
- Led crisis intervention during software malfunctions and critical system failures.
- Facilitated onsite training programs for staff and clients to drive product adoption and proficiency.
- Served as Subject Matter Expert (SME) and product co-lead, providing high-level guidance for complex issues.
- Mentored junior team members and led professional development initiatives to improve service quality.

## **EDUCATION**

Eastern Michigan University — M.S. Computer Information Systems, 2022

Washtenaw Community College — A.A.S. Applied Science & Occupational Studies, 2015

Eastern Michigan University — B.S. Secondary Education (History, Psychology), 2001

## **SKILLS**

Microsoft Azure: backlog management and prioritization

Figma: reviewing designs to inform user stories and requirements

Pendo: working knowledge for tracking user behavior and flows

Microsoft 365: expert understanding of Teams, Excel, Word, and Outlook

AI: intermediate knowledge of Microsoft CoPilot, ChatGPT, Google Gemini