

# Ryan Schnurr

## Director | Product Manager

Royse City, TX

-Email me on Indeed: <http://www.indeed.com/r/Ryan-Schnurr/d99e1ef8dc9c0bf1>

Team Building • Strategic Planning • Cross-Functional Team Management

## Work Experience

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### Director of Product Development

Calyx - Dallas, TX

July 2016 to February 2023

- Directed agile project teams using local and out of state developers, collaborating with product owners, development and QA managers to deliver consistent incremental value while accelerating production 63%
- Reduced operating expenses by 10% by identifying and removing redundancies in workflow processes
- Aligned multiple products utilized by 60,000+ users nationwide generating \$20+ Million per year in revenue
- Streamlined roadmap objectives for desktop, web, and mobile products
- Coordinated closely with business owners, clients, SMEs, client services teams, UX designers, Vendors, and competitive analysis for future product requirements and development plans
- Executed multivariate testing programs, emphasizing speed, learning and zero defect principles
- Delegated Professional Services and Marketing to establish core product benefits and brand positioning to create engaging online tutorials, videos, and FAQs
- Composed monthly, quarterly and annual reports to the executive team on traffic metrics and product roadmaps
- Assembled success stories and results from recent technology releases to help validate strategy and resources

#### MANAGER OF PROFESSIONAL SERVICES

- Redesigned the Dedicated Customer Service platform increasing customer service ratings 16%
- Enhanced end user experience of software by advocating valuable customer feedback decreasing the number of phone calls to the support queue by 50%
- Expanded training programs for internal staff
- Supervised the creation of relevant training material, recordings and webinars for end user
- Enforced Professional Services processes and training schedules
- Resolved key relationships maximizing customer retention

#### BUSINESS ANALYST

- Analyzed technology trend data
- Key member in design/introduction of new point of sale product Zip
- Accomplished 48.8% growth in first 2 months of Zip release based on researching necessary target market needs
- Composed custom reports summarizing areas of needed attention and growth for review by upper management, colleagues and stakeholders to ensure positive outcomes

#### PROFESSIONAL SERVICES CONSULTANT

- Developed, prepared and delivered training material for Q.L.O.S. partnership between Quicken and Calyx
- Lead and influenced business owners on optimizing their business practices
- Maximized one on one client training through online sessions, onsite visits, and tradeshow
- Executed Deployment Workshops to help customers achieve immediate value from their investment
- Generated knowledge base articles
- Collaborated with sales teams to build deployment plans for new customers to understand and document customer expectations

### **Business Development Manager/Loan Officer**

Sun West Mortgage Company - Dallas, TX

August 2013 to February 2016

- Spearheaded educating Realtors weekly to expand business opportunities
- Initiated 60% of monthly production by providing 5-7 leads per day to team
- Introduced new Portfolio Programs to DFW Metroplex through conferences, meetings and industry events
- Exceeded \$1 million in applications per week
- Trained 10 new Loan Officers
- Introduced 1st Branch in Texas
- Oversaw loan production at branch and closed \$4 million monthly

## Education

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### **B.B.A. in Marketing**

Texas State University-San Marcos - San Marcos, TX

August 1999 to May 2002

## Skills

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- FogBugz/ Kanban/ Jira/ MOJO/ SharePoint/ Amazon Web Services (AWS)/ Microsoft Azure/ SQL/ Microsoft Teams/ Zoom/ Slack/ Office 365/ Word/ Excel/ PowerPoint/ Visio/ Google Sheets/ CRM
- Agile
- Business Analysis
- User Experience (UX)
- JavaScript
- APIs
- Business Requirements
- Product Management
- Market Research
- User Interface (UI)

## Links

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[linkedin.com/in/ryanschnurr](https://www.linkedin.com/in/ryanschnurr)