**Mid-Year Appraisal: Product Owner at American Express**

1. **Create the most efficient AXP servicing platform From September 2022 to April 2023, as the Product Owner of Customer Value Portal Capabilities (CVP), I spearheaded the technology modernization to One Amex standards. We embarked on a critical journey of creating One Data functions to move away from legacy .NET code, reducing our reliance on legacy integrations. These back-end enhancements were designed to significantly improve performance without impacting the customer service professionals (CCPs).**

**During this period, we successfully completed the testing and deployment of technology modernization to One Amex standards. Our efforts resulted in creating One Data functions that transitioned us away from legacy .NET code and reduced our reliance on legacy integrations. These enhancements improved the overall performance of our servicing platform and paved the way for future innovations. And using these learnings I am now working on a new project. Within a year, I have learnt about our Customer Value Portal for generating value and retaining our Card Members and now learnt about the Membership Rewards Portal for helping our Card Members earn and redeem their points.**

1. **Increase overall Customer satisfaction Recognizing my contributions and potential, my boss, Beto, moved me to the high-priority enterprise project, the Intuitive Servicing Portal (ISP), as Product Owner in April 2023. The ISP project is a bold initiative that aims to consolidate all servicing portals into one location, providing a more efficient, intuitive platform for our frontline agents, thereby enhancing customer experience.**

**In my role as the Product Owner for ISP, I have taken on several important responsibilities, which have directly contributed to improving customer satisfaction:**

* 1. **Working with APIs: I have collaborated closely with our tech team and third-party service providers to understand the existing API structures. Through this collaboration, we have identified ways to optimize or replace APIs to enhance the functionality and efficiency of our servicing platform. By streamlining and improving the APIs, we have enabled smoother interactions between our frontline agents and the platform, leading to a more seamless and satisfying customer experience.**
  2. **Overseeing Front-End Mocks: Together with our UX team, I have been actively involved in developing intuitive and user-friendly front-end designs for the ISP. We have created and refined mock-ups, conducted usability testing, and incorporated user feedback to ensure the final design meets our customers' needs and expectations. By prioritizing user-centric design principles, we have enhanced the overall usability and satisfaction of the servicing platform.**
  3. **Gathering and Incorporating Customer Feedback: I have implemented processes to regularly collect and analyze customer feedback. This feedback has been invaluable in shaping our development process, allowing us to gain insights into customer preferences, pain points, and needs. By incorporating this feedback into our decision-making, we have made informed choices that align with customer expectations, thereby increasing overall satisfaction with the servicing platform.**
  4. **Collaboration with various stakeholders: As the Product Owner, I have served as the key point of contact between different teams, including UX designers, software engineers, and business stakeholders. Effective communication and collaboration with these stakeholders have been critical to keeping our projects on track and ensuring that all aspects of the servicing platform are aligned with customer needs and business objectives.**

1. **Maintain adherence to PI planning completion rates During my time as the ISP PO, I have been deeply involved in the migration of the 30-year-old AESP portal. For the Membership Rewards (MR) Dashboard, we have developed and refined a total of nine stories, including features like Dashboard\_Reward-Loyalty Suite, Dashboard\_Reward-Point Summary, and Dashboard\_Reward-Transactions. Similarly, for the redemptions feature, we wrote multiple, including Redemptions\_Cover Your Charges, Redemptions\_point Transfer, and Redemptions\_MR Statement Credit.**

**These stories have been essential building blocks of the new portal. Each story represents a feature or function that requires careful consideration of technical requirements, user experience, and system integration. Working with APIs, front-end mocks, and customer feedback, we have successfully delivered these stories, ensuring they meet the highest quality standards and align with our project goals.**

1. **Transition as ISP PO and quickly bring value to the team The transition to the role of ISP PO was a significant step up, but I quickly adapted and began contributing value to the team. A key part of my role has been to learn about the Amex Membership Rewards Functions and work on the migration of AESP.**

**Since taking on the role of ISP PO, I have actively contributed to the project's progress. I have established strong working relationships with team members, including the UX designers, software engineers, and business stakeholders. By collaborating closely with these individuals and leveraging their expertise, I have facilitated seamless knowledge transfer and ensured a smooth transition from AESP to the Intuitive Servicing Portal.**

**As a result, we are now gearing up for the next phase of launch in October, which involves a new set of features. Despite the fast-paced nature of the project, I have brought significant value to the team by effectively managing the transition and maintaining project momentum.**

1. **How you did it: How did you Set the Agenda, Bring Others With You, and Do It the Right Way using the new leadership behaviors? Setting a clear agenda has been a crucial part of my role as the ISP PO. I have fostered a collaborative environment where everyone is aligned and working towards the same goals. Regular and transparent communication with the team has been instrumental in setting clear expectations and providing feedback and guidance when needed.**

**I have also taken the initiative to bring others along on this journey. For example, I successfully transitioned some work to Ryan, a new contractor at Amex, ensuring a seamless workflow. This involved careful planning, coordination, and effective delegation of responsibilities. By proactively facilitating knowledge transfer and empowering team members, I have created a cohesive and high-performing team environment.**

**In addition, I have embraced the new leadership behaviors expected at Amex. I have demonstrated adaptability by quickly transitioning to the role of ISP PO and effectively navigating the challenges associated with the project. I have shown a growth mindset by continuously seeking opportunities for personal and professional development, such as deepening my understanding of APIs and front-end development.**

1. **What do you want to develop further and what do you need to be successful? Moving forward, I aim to further develop my skills in managing large, fast-paced projects with multiple stakeholders. I will actively seek opportunities to deepen my understanding of APIs and front-end development to contribute even more effectively to our projects. By expanding my knowledge in these areas, I will be better equipped to make informed decisions and drive successful outcomes for our servicing platform.**

**To be successful in my development goals, I would greatly benefit from ongoing support and mentorship from senior leaders and subject matter experts. Their guidance and insights would help me navigate complex challenges and enhance my leadership capabilities. Additionally, access to relevant training resources and opportunities to collaborate with experienced professionals in the field would be valuable for further honing my skills and expanding my expertise.**

**By leveraging these resources and continuously striving for growth, I am confident that I will contribute to the ongoing success of the ISP project and deliver an exceptional servicing platform that exceeds customer expectations.**