**Mid-year Review**

1. **Goal #1: Decommissioning the US MR Portal and Migration to ISP As the Product Owner for the Intuitive Servicing Portal (ISP) migration project since April 2023, I quickly acquired a deep understanding of our legacy systems, AESP and GSP. This knowledge allowed me to efficiently create 100 user stories for redemptions in just a few days, leveraging my adaptability and ability to grasp complex concepts swiftly. Additionally, I demonstrated my leadership capabilities by seamlessly assuming responsibility for the homepage from George within a couple of days, ensuring a smooth transition.**

**Another significant achievement was successfully transitioning the Redemption features to our new contractor, Ryan. I provided mentorship and support to him, enabling him to quickly become acquainted with Amex and the vital role of a Product Owner. This facilitated his integration into the project, ensuring his contributions aligned with the project's objectives. In preparation for the October launch, I engaged in robust discovery processes, collaborating closely with the tech and UX teams to update redemption history and reversals. Simultaneously, I wrote over 75 stories for the Redemption History and Reversal features, which are scheduled for release in October.**

1. **Goal #2: Foster Successful Inter-team Collaboration A key focus of mine has been building strong relationships with the Tech and UX teams, which has been instrumental in our collaborative efforts on various projects. Through fostering team unity and promoting collaboration in decision-making processes, I have created an environment conducive to effective teamwork and exceptional results.**

**Within the design process, I have played a pivotal role in shaping the dashboard, redemptions, redemption history, and reversal features. By actively participating in these discussions, I have contributed to delivering exceptional user experiences, aligning with my commitment to providing customer-centric solutions.**

1. **Goal #3: Integrating CVP into ISP Building on my experience with the Card Verification Program (CVP) from September 2022 to April 2023, I have leveraged my knowledge to develop an integration strategy for the ISP. This strategy has been crucial in ensuring a seamless consolidation of functionalities within the ISP, driving efficiency and improved user experiences. My expertise in leading technology modernization and implementing One Data functions has proven invaluable in driving the integration process.**
2. **Achieving Results using American Express Leadership Behaviors My achievements can be attributed to the application of American Express Leadership Behaviors throughout my role as a Product Owner. By defining a clear vision of success for our team, I provided guidance and direction for the migration project. Building strong relationships with the Tech and UX teams allowed for collaboration and innovation, enabling us to deliver exceptional results.**

**Courageous decision-making has played a pivotal role in overcoming challenges and making critical choices throughout the project. Clear communication has been a priority, ensuring that all stakeholders are informed and aligned with project progress and milestones. Through effective execution, I have successfully pushed the boundaries of the traditional Product Owner role, enhancing the quality of features by adding crucial elements during the discovery and build phases. Furthermore, my proactive engagement with sister ISP teams, finalizing training for CCPs, and updating the Colleague Help center content and links have demonstrated my commitment to driving projects to successful completion.**

1. **Key Learnings This year has provided valuable learning experiences, emphasizing the importance of adaptability, swift learning, and collaboration. Transitioning from Chat to CVP and then to migrating complex legacy systems has challenged me to acquire new knowledge and skills, enabling me to thrive in the dynamic tech industry.**

**Furthermore, mentoring new team members and successfully transitioning responsibilities has highlighted the significance of effective leadership and communication. By taking on tasks typically associated with Product Managers, such as enhancing feature quality, liaising with other ISP teams, and updating training and support materials, I have demonstrated my commitment to driving project success.**

**In conclusion, my achievements as a Product Owner reflect my ability to swiftly learn and adapt, foster collaborative relationships, and deliver exceptional results. I will continue to apply these learnings and experiences to drive future projects to successful completion and contribute to the growth and success of American Express.**