Samuel Sears

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SUMMARY

Accomplished Product Owner with a robust expertise in Data Science and a reputation for a comprehensive approach to product development. Specializes in harmonizing macro strategies with minute details, offering a unique viewpoint that balances a high-level system understanding with detailed interaction insights. Recognized for promoting innovation and process optimization. Proficient in Agile methodologies such as Scrum, Lean, Kanban, and SAFe, adept at fostering effective dialogue between diverse stakeholders. Committed to enhancing product vision and fostering a team-oriented environment.

EXPERIENCE

Concentrix Catalyst (Formerly Tigerspike), Remote   **Aug 2021- Present**

Sr. Product Manager

Employs agile consultancy, strategic product planning, and comprehensive project reporting to develop and maintain outstanding digital client experiences. Collaborates with business stakeholders, design, and development teams, demonstrating a deep understanding of the product and the tools utilized to build it. Duties include orchestrating workshops and team cadences, conceptualizing key product features, refining user stories, producing advanced technical documentation, and mentoring team members.

- Made significant contributions in the conception and design of key product features at ESNTL Wellness. Worked closely with legal and compliance departments to navigate data privacy challenges, ensuring product compliance and user anonymity.
- Assisted the product director in formulating and implementing a scalable product planning cycle, thereby translating broad product objectives into tangible team goals.
- Promoted to Product Owner at ESNTL Wellness Admin Console, while simultaneously serving as Scrum Master. Successfully implemented agile methodologies, managed product lifecycle, and ensured timely MVP solution delivery (February 2023 - June 2023).
- Led several successful beta pilots as Pilot Manager for ESNTL Wellness, collecting valuable feedback while maintaining positive relationships with customers (October 2022 - February 2023).
- Driven project lead for a SaaS company, outlined user journey by thoroughly understanding the client's project and business requirements. This attention to detail led to a full product backlog and strategic roadmap (April 2022 - May 2022).
- Functioned as Business Analyst and Agile Coach at a major insurance carrier, guiding a team transitioning from waterfall methodologies. This collaboration led to a contract extension and increased sales. (August 2021 - August 2022).

Allstate, Remote   **July 2015 - Aug 2021**

Business Analyst, Data Scientist, Chatbot Specialist (2019 – 2021)
Architected the intent model in AWS Lex for a chatbot managing over 100,000 chats monthly. Enhanced bot efficiency by analyzing chat logs and optimizing recognition of prevalent requests. Employed Jenkins and GitHub for seamless deployments. Liaised with business and tech stakeholders to capture requirements and craft conversation flows.

- Enhanced intent recognition by a notable 30%.
- Established the benchmark for evaluating classification performance using statistical methods, minimizing testing efforts and bolstering confidence in outcomes.
- Employed NLP and clustering techniques for topic modeling, automating intent model creation and ensuring classification stability during bot enhancements.
- Significantly streamlined chat log analysis via Python-driven automation.

Business Process Consultant, Chatbot Analyst (2018 – 2019)
Acted as a key stakeholder and subject matter expert in the life insurance domain. Collaborated seamlessly with agile development teams on user story creation and refinement. Supported UX teams by providing insights from end-user conversation data. Collaborated with QA teams to uphold product quality standards.
- Developed an automated chatbot performance dashboard using VBA and Excel, enabling senior leadership to assess against key performance indicators.
- Engineered a unified time tracking tool using VBA and Excel, enhancing the management efficiency of a newly-formed team.

Business Process Consultant, Change Agent (2017 – 2018)
Participated in concurrent projects, serving both as a key stakeholder and subject matter expert. Spearheaded the implementation of a new knowledge base methodology (KCS) within the contact center, boosting program engagement from under 10% to over 80% in just six months.

Agency Services Contact Center Associate (2015 – 2017)
Served on the Inforce Life Phone Team and the Click to Chat Team, gaining extensive knowledge about life insurance. Undertook cross-training in New Business Life and Variable Life sectors. Further contributions encompassed supporting the Premier Financial Professional Team and aiding in new hire training with mock calls and "sit-along" sessions.

TECHNICAL SKILLS

Operating Systems: Windows, Mac
Databases: SQLite, MongoDB, SQLAlchemy
Database Tools: Azure Data Studio, any IDE with Python
Languages: Python, R, VBA, SQL, JQL
Project Management Tools: Jira, Azure DevOps, VersionOne
Web Technologies: Github, Jenkins, AWS Lex, AWS Lambda, Miro, Mural
IDEs and Editors: PyCharm, Jupyter Notebook, Visual Studio Code, Anaconda, Google Colab
Agile Methodologies: Scrum, Kanban, SAFe, Lean
Machine Learning: Linear and Logistic regression, Decision Trees, Random Forests, CNN, LSTM, SVM
NLP: Lemmatization, Word Embeddings, Sentiment Analysis, Topic Modeling
Python Libraries: Pandas, Numpy, Scikit-learn, TensorFlow, NLTK, MatPlotLib, Seaborn
Data Visualization: Power BI, Tableau, Excel, Python

EDUCATION

- Master of Science - MS, Data Science, Bellevue University (GPA 4.0)
- Bachelor of Science – BS, Business Administration (High Distinction)

PROFFESIONAL MEMBERSHIPS & CERTIFICATIONS

- PMI Agile Certified Practitioner (PMI-ACP) (02/22)
- Professional Scrum Product Owner I (PSPO I) (08/22)
- Professional Scum Master I (PSM I) (06/22)
- Certified SAFe 4 Agilist (10/19)
- LUMA Institute Certified Practitioner (Human-Centered Design) (12/19)
- KCS V6 Principles Certified (Knowledge-driven service methodology) (12/17)
- Level 1 Nutrition Coach – Precision Nutrition (11/22)
- Private Pilot – FAA (09/12)