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**TAYLOR  
RONGAUS-PETTIT**  
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## CONTACT

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Atlanta, GA & Remote

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## SUMMARY

Dynamic and results-oriented Senior Product Manager with over 6 years of experience in analytics, product strategy, and data-driven decision making. Proven ability to design and deliver innovative, user-centered solutions leveraging modern software engineering practices and cloud technologies. Strong track record of driving business productivity and improving user experiences through thoughtful product development and cross-functional collaboration.

## EDUCATION

### BACHELOR OF SCIENCE, COMPUTER SCIENCE

University of Notre Dame  
Notre Dame, IN

August 2014 – May 2018

## CERTIFICATIONS

### CERTIFIED SAFE 5 PRODUCT OWNER/ PRODUCT MANAGER

March 2023 – Present

### CERTIFIED SAFE 5 SCRUM MASTER

January 2022 – January 2023

### MICROSOFT CERTIFIED: DYNAMICS 365 FINANCE FUNCTIONAL CONSULTANT ASSOCIATE

January 2020 – January 2022

## EXPERIENCE

### MANAGER TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

AUGUST 2023 - PRESENT

- Led 1 → n product development for a federal agency's digital transformation initiative, scaling existing Microsoft Power Platform applications to support a use case 50x larger than any previous implementation. Delivered requirements and solution design for 1,000+ user stories, crafting experiences that address real user pain points, both internally and expressed by constituents.
- Managed a team of 10, offering mentorship and guiding career development, while enhancing agile practices in fast-paced environments to deliver innovative product features for internal and external users on a regular cadence.
- Defined business processes and designed intuitive, 508-compliant experiences by closely collaborating with developers, testers, and designers to ensure user-centric solutions, while adhering to compliance with the Code of Federal Regulations (CFR).
- Led the migration of legacy data into new system architectures, ensuring that users' historical data remained accessible and useful, both to them and to the agency staff.

### SENIOR TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

OCTOBER 2020 – AUGUST 2023

- Product Owner for a globally distributed product team, overseeing the development and release of new features for multiple business-facing applications, focused on streamlining user engagement and improving user journeys through better design and data insights.
- Collaborated with stakeholders to align product vision with company-wide objectives, ensuring consistent user experience and strategic growth. Tactically defined roadmaps, Objectives and Key Results (OKRs), features, and releases to execute on the product vision.
- Led complex cross-team integration project, prioritizing user outcomes and experiences to improve service delivery across teams. Managed a tight timeline, deliverables, and test plan to prevent schedule slips and ensure a successful on-time release.
- For a different healthcare client, developed integrations between our product and a state-wide vaccine registry using the HL7 protocol, which I quickly learned on the job. Enabled seamless transmission of vaccination data from our system to the larger state-wide database, ensuring accurate and timely reporting to public health authorities.

### TECHNOLOGY CONSULTANT | ERNST & YOUNG (EY)

OCTOBER 2018 – OCTOBER 2020

- Led the design and configuration of order-to-cash processes for a full business transformation project, optimizing workflows from order management through payment processing.
- Managed and trained junior team members who were new, both to EY and the technology.

### RESIDENT & TEACHING ASSISTANT | UNIVERSITY OF NOTRE DAME

MAY 2015 – JUNE 2018

- Supported abroad students in London, fostering independent learning and critical thinking skills while navigating an unfamiliar landscape. Hosted office hours and assisted first-year engineering students in the classroom, while also serving as a mentor and resource outside of the classroom.

## KEY SKILLS AND CHARACTERISTICS

- **Product Management:** User Story Writing, Business Process Design, Roadmap Development, OKRs, User-Centric Design, Stakeholder Management
- **Agile Methodologies:** Scrum, SAFe, Cross-Functional Team Leadership, Iterative Development
- **User Experience:** Empathy-Driven Design, User Research, 508 Compliance, Prototyping
- **Data-Driven Decision Making:** Identifying Actionable Insights, Analytics, Product Optimization
- **Business Tools:** Jira, Trello, Miro, Figma, Azure DevOps, Microsoft Power Platform
- **Additional Skills:** Proficient in reading and understanding code to support technical collaboration and troubleshooting. Working Knowledge of APIs and System Integration methodologies. Meticulous attention to detail, excellent organizational skills, and poised under pressure.