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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Ryan**  **Wade**     |  |  | | --- | --- | |  | ryanwade1928@gmail.com | |  | (228) 313-2744 | |  | 6312 Guice Pl, Ocean Springs, MS 39564 | | | **Skills**   * Research and trend analysis * Business analysis * Data collection and analysis * Staff management * Business planning * Strategic planning * Product development * Business development * Project management * Performance improvement * Project development * Operations management * Technical analysis * Web user interfaces * Software best practices * Web development projects * Website optimization * Design patterns and principles * Agile workflow processes * Linux operating system * Ubuntu * Relational database management   **Education**  William Carey University  Biloxi, MS  *MBA*: Business Administration  Mississippi State University  Starkville, MS  *Bachelor of Science*: Business Communication And Technology  Udacity  Online  •  01/2018  *Nanodegree*: Front End Developer Nanodegree | | |  | | --- | | **Professional Summary**  Self-motivated product manager, trainer, analyst, and web developer with high level of experience working on multiple projects. Passionate and hardworking with penchant for meeting deadlines. Interested in role with company promoting best practices and offering diverse customer projects. | | **Work History**  Global Financial Aid Services - Product Manager  Gulfport, MS  •   * Directed planning, budgeting, vendor selection and quality assurance efforts * Conceptualized and deployed enhanced product features and optimized implementation for use in marketing strategies * Liaised with clients to develop deep understanding of business needs and current market landscape * Managed benchmarks, product demonstrations and testimonials for performance evaluation * Consulted with product development teams to enhance products based on customer data * Managed product development cycle, including prototyping designs and coordinating mass production * Coordinated project planning and execution with team members and team leads * Collected customer requirements, directed testing and conducted continuous evaluations to make proactive adjustments to marketing approaches * Developed product documentation to communicate and align key components of upcoming features and products to internal teams * Helped incorporate product changes to drive customer engagement and firm profits * Thrived in fast-paced, highly-adept team of information technology professionals and quality control teams to develop and prioritize product features and build product roadmap   Global Financial Aid Services - Subject Matter Expert  Gulfport, MS  •   * Created curricula, instructions, documents and written tests for various types of training courses * Created and oversaw new hire training programs * Created and implemented new training initiatives such as online modules, interactive software, language labs and online programs, assuring continuous training to employees to promote long-term excellence * Ensured long-term staff excellence by implementing updated and continuous training initiatives such as online modules, interactive programs and language labs * Developed curricula, instructions, documentation and written tests for procedural training courses * Ensured proper tracking in newly created databases of all students and instructors leaves, attendance, scores and overall performance * Developed new training programs such as online modules, interactive software, language labs and online programs and provided constant training to staff to ensure long-term excellence * Developed lesson plans, instructional materials and written practice tests for training courses * Designed and facilitated training courses, aligning new learning development and solutions to organization's strategic goals, mission and vision * Conducted orientation sessions to assess skill levels and areas of strength and weakness * Produced supplementary materials, including practice exams and exercises and interactive videos and converted older instructional materials from print to digital   Global Financial Aid Services - Compliance Analyst  Gulfport, MS  •   * Helped create training programs to handle system-wide issues and maintain compliance * Reviewed audit and monitoring reports related to consumer and client activities * Performed deep audits to assess compliance with industry standards * Developed improvement and corrective action plans to bring operations in line with requirements * Prepared documentation and records for upcoming audits and inspections * Updated spreadsheets with latest data to enhance strategic planning * Stayed current with latest changes to applicable regulatory standards and company procedures * Structured programs, produced working documentation and implemented best practices * Delivered subject matter expertise for internal and external customers on compliance best practices and quality control | |

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