
Senior Professional in Product, Strategy and Delivery

- 9 years in Strategy & IT consulting, and 4 years in Product / Digital Transformation
- Collaborate with leadership level to identify goal driven product needs
- Apply data-driven & UX research methods to build effective roadmaps and products
- Successfully managed end-to-end delivery of business solutions; including rollout and training; leading small to large, local and distributed teams

Skills: Roadmap Planning, Business Process Mapping, Product Management, Proposals, Budgeting, Estimation, Testing, Agile SCRUM, Success Metrics, Data Analytics, Quality Management, Tactical & Strategic Thinker, Team Leader

Technical Skills: Understanding of micro services, cloud management platforms, .Net, iOS, Android, cross-platform dev; Big Data; Operational Readiness; Deployment; Training

Industries: High Tech, Telecommunications, Industrial Services, Energy, Banking, and Automotive

Experience

Senior Product Manager – Car Operations @ Vroom Nov 2016 – Present

- **Partner with executives** in an e-commerce car company to optimize vehicle re-condition process through implementation of Product, Process and People.
- **Own product roadmap**, product delivery, testing, training and success metrics.
- Identified and tracked **Success Metrics** in management level dashboard
- Tools used: Jira/Confluence, Lucid Charts (workflow mapping), and Looker (data analysis and metrics).

Senior PM/Engagement Manager @ ChaiOne Dec 2014 – Nov 2016

- **Led team** of researchers, designers and mobile/backend/full stack engineers (up to 15)
- **Estimated, scoped and delivered** mobile enterprise solutions (pricing calculators)
- **Manage multiple projects in various phases** of a product development lifecycle; includes pre-sales support, service delivery, deployment, and maintenance projects.
- **Partner with client executives** to define a product roadmap, assess current state and define future status of a business processes; client relationship management. **Managed from 30 to 50%** of firm's client revenue.

Product Manager @ An EdTech Startup Dec 2013 – Feb 2015

- **Defined agile delivery process** to develop an Ed Tech mobile and web product.
- **Defined customer success** process.
- Assisted in optimizing **key business process flows**.
- Provided on-going feedback to co-founders on startup operations.

Management Consulting Manager @ Kenny & Company Jun 2011 – Dec 2014

CI-Care Assessment & Solutions Strategy: For healthcare client, assessed current state of our client's homegrown CI-Care suite to provide several options including a roadmap and cost estimate to strategically improve the CI Care reporting performance.

Agile Adoption: For healthcare client, assessed current methods of a Strategic Reporting Analytics team to develop and implement an agile framework to improve delivery ad backlog

management. Executed the plan and monitored the team's adoption for continuous improvement. The team had improved on time delivery by 25% within the first few sprints of using the newly defined method and tools.

KPIs & BI Reporting Solution (Tableau): For global network communications client, automated reporting operations using Tableau for a BI Data Team of a Global Program that supports 8,000+ partners and over \$1B in revenue and growing to track historical trends and behaviors in partner performance by geographical regions, partner types, market segmentation and seasonal trending of partner performance over time. Created dashboard management and training materials. Successfully trained and transitioned to the reporting team.

Quality Management: For a global retail manufacturer, analyzed current quality and trends of IT program and project delivery using PMI criteria and interviews with senior leaders of cross-functional areas (Finance, Marketing, Retail, IT). Provided data driven and theme-based strategic and tactical recommendations to improve program and project management, delivering business value to the customer sooner, with more accuracy and predictability

New Product Introduction & ROI: For a P&C Insurance client, conducted in-depth research and analysis to develop a business case and pricing model for a new insurance product. Conducted customer surveys to gain insightful data on current processes and cost. Developed a feature and cost comparison analysis and product/service displacement analysis. Developed a revenue schedule and profitability model

Systems Integration Consultant @ Accenture

May 2005 – Jun 2011

Quality Manager: Defined and mobilized a Quality Center of Excellence framework for a High Tech company trending towards IT-as-a-Service. Leveraged a combination of CMMI, Six Sigma and Accenture standard methodologies to analyze and measure the state of existing quality processes and compliance items with the goal of pushing quality IT applications upstream within SDLC. Worked with leadership and IT Project stakeholders to socialize, implement and track process improvement plans across all impacted teams of the SDLC for the application/product.

Offering Lead: Enhanced testing capability (tools and processes) for a division of TD Bank in order to increase quality and productivity, while decreasing costs and allowing the client to bring products and services to market faster.

User Acceptance Lead: Led a User Acceptance effort for an upgraded billing and provisioning system for a start-up broadband company impacting up to 13 business departments. Created a heat map to understand business engagement readiness for all impacted stakeholders.

Testing CoE Operations Lead: Led Testing Center of Excellence (TCoE) efforts to analyze, identify and transition IT projects to a centralized testing organization. Developed transition work plan, process and procedures.

Testing CoE PMO: Established a common set of management procedures, organization management tools, test deliverables (templates) and processes.

Application & Integration Product Test Lead: Led Functional and Integration test planning and execution for a service delivery platform system. Led a team of 20+ onshore and offshore product and automation testers. Interacted with key stakeholders, upstream and downstream.

Education

San Jose State University

August 2004

Bachelor of Science, Management Information Systems and Finance