

PROFILE

Technically proficient Product Manager experienced with Agile software development. Led scrum teams as a Product Owner through multiple successful enterprise software releases within Mobile Banking and Omnichannel Retail. Interfaced cross-functionally with multiple key stakeholders including account managers, support, software engineers, QA, and UX designers.

EXPERIENCE

Digital Product Manager Lowe's Companies, Inc.

November 2018 - Present

- Led feature development and roadmap within omni-channel retail order management platform, driving enterprise improvements for over 200,000 store associates, 1,900 stores, and directly impacting customers.
- Established dedicated scrum feature team with offshore during organizational transition to agile development.
- Partnered with legal, stores, and supply chain teams on compliance and communication initiatives leading to improved customer communications experiences.
- Re-platforming legacy Order Management System into microservice API architecture for Payments processing.

Product Manager Fidelity National Information Services (FIS)

January 2015 – October 2018

- Translated 5 years of legacy development requirements into over 1,200 user stories for initiative to re-platform legacy mobile app from the ground up for a major version release on new architecture.
- Successfully launched multiple new features across 3 major software releases with adoption reaching over 95% of clients.
- Collaborated with internal & external technology partners delivering banking features and data integrations.
- Product Owner leading Money Management, Customer Service & Support mobile banking features.

Product Analyst Fidelity National Information Services (FIS)

August 2014 – January 2015

- Developed dashboard for product & feature usage KPI's and trend analysis reports for product teams.
- Performed market research on mobile device and fintech market trends to guide product backlog priorities.
- Analyzed competitor features in-depth to inform UX and development requirements for future releases.

**Integration Support Engineer
Intuit**

January 2014 – July 2014

- Spearheaded project to increase customer adoption of critical engagement & retention features by 70%.
- Developed internal and customer-facing instructional technical documentation.
- Provided tier 3 support engineer technical assistance in on-prem database software integration deployments.

**Staff Accountant
Vertical Response, Inc.**

December 2007 – January 2012

- Created financial accounting processes improving month-end close efficiency by 25%.
- Implemented a new accounting system, effectively migrating legacy data to the new system.

**Manager of Information Systems
Pecoware Co. Inc.**

July 2004 – July 2007

- Managed ERP, Accounting & HR system implementation and integration projects for global manufacturing companies.
- Developed and implemented process improvements between China & US offices leading to 30% improvements in inventory accuracy reporting.

SKILLS

Mobile Application Product Management, Product Analytics Dashboards & Reporting, Enterprise Order Management & API Product, Technical Documentation & Requirements Writing, Product Backlog & Roadmap Prioritization, and Certified Scrum Product Owner.

EDUCATION

Master of Business Administration (MBA), Decision Sciences Emphasis 2012 – 2013

San Francisco State University

BA, Business Economics, Accounting Emphasis 2000 – 2004

University of California, Santa Barbara