

Robert Smith

Lead Product Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Lead Product Manager professional with over 25 years of customer service and satisfaction. Progressed from technical expert to skilled business professional by developing and expanding proficiencies. Experienced with project management, process improvements, help desk management, and work teams. Adept at and enjoy working with people to provide practical solutions, improvements, and tangible results.

SKILLS

Product Management,
Product Marketing,
Cross-Functional Team
Leadership.

WORK EXPERIENCE

Lead Product Manager **ABC Corporation - 2010 - 2020**

Responsibilities:

- Responsible for product life cycle, sales, profitability of low voltage Enclosed Drives and NEMA Control product lines including Combination and Non-Combination Starters, Pumping Panels, and Variable Speed Drives.
- Gathered Voice of Customer (VOC), market and competitor information in addition to Sales feedback and commitment and maintained multi-generational product plans and strategies for New Product Introductions (NPIs) as well as related product configurators, quotation, price appeal, and order entry processes for ERP systems and marketing e-tools.
- Ensured software met required functionality and business process interoperability.
- Worked with cross-functional teams to manage product life cycles, top line sales, and product line profitability.
- Consolidated customer and market feedback generated 45 NPI ideas, 27 suggestions for cost savings, and 2 major process / program improvements - all designed to expand market position and product profitability.
- Implemented accounted for about 35% of the related product lines sales.
- Enclosed NEMA Controls was comparable to that of the entire Electrical Distribution offering and outperformed similar product lines (e.g., Controls and MCC).

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Lead Product Manager **Delta Corporation - 2001 - 2006**

Responsibilities:

- Lead and coordinated a product team consisting of content writers, marketing professionals, and support staff to completely overhaul the product form .
- Quarterbacked high impact solutions for SMB customers seeking an intuitive and intelligent CRM.
- Notable results include o Implemented e-commerce checkout, which now traffics 35% of annual revenue.
- Simplified the CRM account model resulting in a 65% reduction in help center page views.

- Expanded SalesforceIQs addressable market by \$472mm through the introduction of the apps first email marketing tool.
- Founded 15 years ago, P.D.A.C.
- built a worldwide reputation based on hundreds of successful, unique and large scale projects.

Education

MS