ROBERT SMITH

Product Manager II

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Driven, resourceful Product Manager experienced in the coordination of full-cycle projects in collaboration with cross-functional teams. Demonstrated ability to facilitate multiple new product rollouts, bringing three new software products to market in 2016 while adhering to established budgets and timelines. Proven success delivering customer value by implementing agile strategies designed to streamline processes and facilitate business growth. Adept at managing multiple projects and adjusting to frequent change in variables and project direction throughout. Strong skills communicating with diverse internal teams to effectively guide all phases of short- and long-term projects.

DECEMBER 2015 – PRESENT

PRODUCT MANAGER II - ABC CORPORATION

- Owning six major products tied to at cost savings, streamlining operations, and increasing customer satisfaction and retention.
- Overseeing and coordinating the development, beta, and launch of all new software products commissioned.
- Collaborating with cross-functional teams on long- and short-term projects coordinating product design, promotion, sales, and customer training.
- Improving underwriting quality and streamlining the sales process for customers by facilitating the launch of value-added products and services.
- Communicating with sales representatives and customers, evaluating industry needs to design solution-based products.
- Analyzing data to identify business impacts resulting from new product rollouts, leveraging findings to provide recommendations for future funding.
- Key accomplishments defined and brought to market a concierge line of business that provided superior service for at-risk and high volume customers.

2014 – DECEMBER 2015

PRODUCT MANAGER - ABC CORPORATION

- Groomed the request backlog and prioritize feedback.
- Performed user acceptance testing and communicate and engage with end users for user acceptance testing.
- Acted as the first line of support and issue resolution.
- Wrote and communicate release notes across all required channels and to all appropriate parties.
- Collaborated with the Training Department to deliver training and communication to business users.
- Created operational and website gap analysis that guided the ultimate development efforts of a major company acquisition.

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- Oversaw development of a real-time scheduling tool that reduced customer turnaround time by 6 days.

EDUCATION

Bachelor Of Science in Business Administration - 2013 (SAN DIEGO STATE UNIVERSITY - San Diego, CA)Master Of Business Administration in Business Administration - (University Of Phoenix)Bachelor Of Science in Molecular Biology - (University Of Wisconsin Oshkosh)

SKILLS

Visio, Microsoft Office, Salesforce, Rally, Website Maintenance, Multi-Line Phone System, Scheduling, Notary Public, Great Plains, CRM Software