

XXXXX X. XXXXXX, PMP

Fueling Business Initiatives & Revenue Growth with Leadership and Vision

XXXXXXXX, VA | PHONE | EMAIL | LINKEDIN PROFILE URL

OVERVIEW & ACCOMPLISHMENTS

Accomplished technology operations and change management professional with 17+ years of experience. Proven track record of product and technical management leadership combined with strategic project management abilities. Extensive experience gathering requirements, analyzing business needs, and coordinating agile system development lifecycle processes to develop and implement streamlined technology solutions and processes. A background of leading high-performance teams with an understanding of application system design coupled with a strong business acumen. Known as an excellent communicator with analytical skills who is open, loyal and level-headed. Possesses a Project Management Professional (PMP) Certification and is Six Sigma trained with a willingness to learn new technologies for the success of an organization.

The following represents a consolidated view of leadership expertise over 17 years within the technology industry

Information Technology Systems Development, Integration & Implications | IT Enterprise Solutions Operations, Change Management | Project Management Methodologies | Resource Planning & Management Team Leadership & Training | Reporting & Analytics | Business Process Analysis & Improvement Supply Chain & Product Roadmaps

PROFESSIONAL EXPERIENCE

XXXXXXXX, XXXXXX, Virginia | 2000 - Present

DIRECTOR, PRODUCT DEVELOPMENT

2015 - Present

Directed and managed the overall product roadmap for this technology and customer services company providing device insurance, warranty and support services for cell phones consumer electronics, office products and home appliances. Team realized an award-winning year (2016).

Key Achievements:

- Supervised team of 3- 5 Senior Managers and Managers
- Earned a Top Productivity Award along with 3 team members at the Annual All Hands Conference
- Attained strategic Operating Key Results (OKRs) and met and exceeded Key Performance Indicators (KPIs)
- Regularly increased customer satisfaction and reduced operational inefficiencies

Key Responsibilities:

- **Transitioned Team into an Agile, Journey Team Model of Product Management**
 - Led the team to focus on customer experience, design sprints, A/B user testing, and KPI driven deliverables.
- **Product Roadmapping, IT Prioritization & Resource Allocation**
 - Developed, implemented and achieved quarterly planning process to allocate technology resources across the top priority projects – managed and assured targets, deadlines and budgets were met.
- **Migration of Supply Chain Fulfillment Processes to Amazon Web Services**
 - Established initial test phase of Amazon Lex - delivered to new Product Journey Team for rollout approval.
- **Journey Team Effort to Develop Fresh New Approach to Mobile Repair Processes**
 - Creatively developed new technician dispatch and service processes for mobile device repair.

SENIOR MANAGER, BUSINESS PROCESS IMPROVEMENT SUPPLY CHAIN

2011 - 2014

Oversaw large-scale process improvement initiatives for the Retail Supply Chain Management Team including extensive process flow mapping and business analysis. Improved opportunities and streamlined operations.

Key Achievements:

- Implemented troubleshooting system that saved approximately \$4M annually
- Coordinated training of Command Center Teams, Call Center Agents, and Service Network Management
- Highly involved in external vendor management, internal system integrations, and enhancements
- Collaborated with technology teams through 'Agile Sprint Planning' for successful delivery of automated solutions

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Key Responsibilities:

- **Implemented Troubleshooting Solutions and Triage Support for Devices in Need of Repair**
 - Implemented a system used by multiple call center teams that allowed the agent to correct the customer’s problem over the phone by pulling from a set of available data sources.
 - Oversaw internal call center team, vendor management of external support team; conducted data analysis to drive development efforts and track project success.
- **Lead Compliance Module for Insurance, Background Tracking and Drug Screenings**
 - Directed and drove regional rollout to ensure insurance requirements for a network of 4K+ active service providers were met as well as drug/background/driving compliance for 20K active repair technicians.
- **Managed Innovative Technology Solutions to Improve Customer Repair Experience**
 - Lead the expansion to a first Repair mobile app, technician status update IVR, and SMS end-user customer communications.

SENIOR SERVICE MANAGER

2007 - 2011

Charged to lead all service operations including implementing current systems projects as well as new projects and products for Asurion’s largest retail accounts – Walmart and Sam’s Club.

Key Achievements:

- Implemented new processes and programs including a 6-month large service dispatching module integration with 10 end-user systems - coordinated and switched system while continuing to manage tens of thousands of repairs
- Worked with the development team to develop, test and deploy application launch and system update
- Identified areas of opportunity through root cause analysis - developed and implemented plans

Key Responsibilities:

- **Performed as the Liaison Between Service Operations, Account Management and the Client**
 - Ensured all communications between the internal departments and the external client base were clearly understood by all parties resulting in positive client outcomes and effective reporting of service metric goals.

PROJECT MANAGER I AND II

2002 - 2007

Served on Client Implementation Team, a division of Asurion’s Sales and Marketing Group, to integrate new retailers into the Asurion system and to enhance services for existing clients. Collaborated internally/externally and virtually.

Key Achievements:

- **Performed Major Role of Utilizing System Development Lifecycle Methodologies (SDLC)**
 - Lead teams through requirements gathering, scope to planning and design to implementation and support.

Key Responsibilities:

- **Meet with Internal Departments, Client Managers and Department Leaders Across Multiple Business Units**
 - Third-party vendor relations (telemarketing, data management, direct mail partners) for implementations.

EARLY CAREER EXPERIENCES

XXXXXXXX, XXXXXXXXXXXXXXXX, XXXXXX, VA	2000 - 2002
Budget Printing and Communications, CUSTOMER SERVICE REPRESENTATIVE, Vienna, VA	1998-2000
National Right to Work Committee, PURCHASING AGENT, Springfield, VA	1998

EDUCATION, CERTIFICATES & TRAINING

Bachelor of Science – Major: Business, Minor: Economics, Cum Laude; Mount St. Mary’s University, Emmitsburg, MD
Project Management Professional (PMP) Certification, Six Sigma Training

TECHNICAL ABILITIES

MS Office Suite, MS Project, MS Access, MS Visio, Oracle Databases, Pegan Software, Web Services

VOLUNTEER INVOLVEMENT

XXXXXX XXXXXX XXXXXXXX, Co-Chairperson, 2015-2017
 XXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX, Co-Founder, 2013-2015
 XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX, Vice President, 2011-2013
 Friends of Homeless Animals, Volunteer, 2017-Present