

## OBJECTIVE

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Skilled individual that is eager to leverage years of work experience in an agile environment and formal education to secure a product owner position. Highly organized, extremely motivated, and always willing to learn.

## PROFESSIONAL WORK EXPERIENCE

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Plex Systems Inc.

Cloud-based ERP Manufacturing SaaS – Irvine, CA

### ***Product Manager***

***September 2019 – December 2020***

- Primary Product Manager for Security and Human Capital Management (HCM) modules under the Supply Chain Management and Business Management pillars within the Plex application
- Introduced, organized and moderated recurring Product Advisory Group sessions with customers to inform them of future offerings and determine their needs and wants. Customer adoption of new features increased by 57% after these sessions
- Communicated with customers via Community Board to garner feedback on Feature Requests that they would like to see implemented, and publicize recent releases and deployments
- Guided these Feature Requests from requirements gathering phase through to engineering solution design and testing, and then to publication and deployment. 100% SLA compliance for 30 day disposition (requirements gathering through Engineering estimate placed on the project)
- Worked with implementing customers to design and build web service integration data sources and REST APIs
- Spearheaded project to overhaul SFDC-JIRA connector to ensure accurate, applicable data was being transmitted
- Collaborated with SFDC/JIRA admin teams to create JIRA filters/dashboards to track various key performance metrics, such as Time in Status, Incoming vs Closed tickets, and Engineering Capacity, amongst others
- Assisted Senior PMs with Quarterly Business Reviews and establishing future strategy of various Product lines
- Utilized PowerBI to visualize JIRA data trends and present findings to Director level stakeholders to make data-informed decisions
- Overhauled internal Confluence spaces to promote cohesion amongst various Product teams, implemented Project Plan Tracker pages, authored numerous Best Practice documentation articles, and created New Product Manager Curriculum

Experian, LLC

Credit/Data Bureau – Costa Mesa, CA

### ***Business Analyst, Platform Evangelism and Architecture***

***November 2018 – September 2019***

- Led implementation of Salesforce to track current projects, replacing aged Excel spreadsheet
- Elicited and documented key requirements from business units and end users to successfully onboard onto our Okta-powered single sign-on capabilities
- Utilized data captured from Splunk to make informed decisions based on various data points
- Developed internal Confluence spaces to house getting started information, completed projects and more
- Introduced, hosted, and maintained Tech Talk events to promote upcoming releases from architects to internal Business Units
- Managed and level-set expectations for new incoming projects to ensure deadlines were met using Agile methodologies
- Worked with architects and product owners to flesh out product roadmap for the upcoming year

Plex Systems Inc.

Cloud-based ERP Manufacturing SaaS – Irvine, CA

***Business Analyst***

***July 2017 – November 2018***

- Worked with Plex customers, both during sales cycle and existing, to determine what new content they wanted added to current offerings
- First Business Analyst hired to help jump start the newly formed Technical Services group
- Focused on integrating customers by leveraging existing APIs/web service data sources based on our SOAP architecture or working with them to create new data sources dependent on their requirements
- Navigate Plex databases to correctly map specific columns for development work
- Translated customer requests into formulated specification documents for the development team
- Utilized JIRA to communicate with development team and keep workflows in check
- Tested deployments made by developers before handing off to customer to ensure the quality is up to the customers standards
- Created multiple charts/dashboards within Salesforce to demonstrate team performance and case trends

Plex Systems Inc.

Cloud-based ERP Manufacturing SaaS – Irvine, CA

***Product Support Engineer***

***January 2015 – July 2017***

- Conducted training and mentoring sessions with customers across multiple time zones to find the root cause and solutions for issues
- Named department Employee of the Quarter in Q4 of 2015 due to combination of Customer Sat., SLA compliance, and tickets closed
- Primarily worked on Integration, Web Services, EDI and SQL Reporting (IntelliPlex and VisionPlex) teams
- Acquired the ability to read through the SQL of various EDI templates (primarily 856, 810, 862, 830, 850, and 997) and troubleshoot customer issues they would receive from customers/suppliers
- Created simple SQL queries in SSMS to locate what customers would use what EDI templates and avoid manual checks when needed

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**EDUCATION**

***Brandman University – Irvine, CA***

B.S., Computing Technology, Business Systems Administration

Graduated August 2014

GPA: 3.95

Major Coursework: Structural System Analysis, Information Systems, System Quality Assurance and Testing, Project Management, Software Development Life Cycle

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**CERTIFICATIONS & FURTHER EDUCATION**

***Udacity – Online Learning Platform***

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| • Problem Solving with Advanced Analytics<br>Completed April 2018 | • Data Visualization with Tableau<br>Completed May 2018        |
| • Creating an Analytical Dataset<br>Completed May 2018            | • Data Foundations (Certification)<br>Completed September 2018 |

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**SKILLS**

***Applications***

Salesforce | JIRA | Confluence | PowerBI | Tableau | Alteryx | SQL Server Management Studio | ServiceNow