NATHAN J. ABRAMS

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PRODUCT MANAGER with extensive professional experience providing strategic direction in support of business optimization initiatives, deploying subject matter expertise in data mining, analysis, and product management to present and execute end-user improvements across a myriad of industries. Dynamic, innovative, and resourceful product owner leveraging experience in Agile methodologies to optimize and enhance long-range planning focused on corporate vision and stakeholder objectives. Proven team leader able to communicate with cross-functional personnel in order to surpass internal productivity and performance benchmarks.

AREAS OF EXPERTISE

- ✓ *Product Design*
- ✓ *Risk Adjustment*
- ✓ *Strategic Planning*
- ✓ *JIRA*
- ✓ *Research*

- ✓ *Product Quality*
- ✓ *User Experience*
- ✓ *Lifecycle*
- ✓ *Agile & Scrum*
- ✓ *Sprint Planning*

- ✓ *Product Development*
- ✓ *BDD*
- ✓ *Customer requirements*
- ✓ *DevOps*
- ✓ *Reporting*

SELECT ACCOMPLISHMENTS

- Maintained product ownership over the Ford Mobile App, creating a foundation for product development engineers to perform detailed analysis through connected vehicle data; leveraged global data insight and analytics (GDI&A) subject matter expertise to assist in application design.

- Championed a reduction in computer system replacements, safeguarding preventative measures with real-time tracking to save over $2M in repair expenses.

- Achieved robust cost savings for Ford Motor Company, creating an innovative operational process that prevented vehicle production with calibration issues from being shipped; successfully saved over $420K in annual customer repair expenses.

- Inventor on the Directional Approach Lighting patent (#10,065,555) where based on a detected location of the remote device relative to the vehicle, the projector projects a light patten onto a ground surface.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Email Industries – Detroit, MI   **02/2018 – Present**
Business Analyst

- Oversaw a team of eight cross-functional personnel, providing strategic leadership and direction across a range of technical aspects for the BlackBox cybersecurity project; successfully translated tactical near-term goals into a full-fledge security product.
- Leveraged systems proficiency and subject matter expertise to seamlessly monitor the assigned domain, effectively ensuing consistent alignment of technical solutions with business objectives.
- Systematically maintained timeline organization while communicating with a range of stakeholders, including teams, senior leadership, and individual developers to establish project expectations in synchronicity with roadmaps, priorities, and established deadlines.
- Exceeded internal benchmarks, managing standard operating procedures (SOPs) to eradicate errors before product release; safeguarded client satisfaction.
- Effectively improved business processes regarding data quality for C-Suite Executive clients, facilitating more rapid data access; utilized an interactive approach to maintain leadership, leveraging Agile methodologies to exceed internal benchmarks and metrics.

- Improved sales value of new features created by the development team, preparing user stories and demonstrating innovative improvements to secure stakeholder buy-in.
- Compiled and analyzed metrics to measure team's performance and ROI and provided an accurate estimate on the expected delivery of features and products.
- Introduced a new workflow approach resulting in a more targeted approach to presenting designs to stakeholders.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS CONTINUED

Ford Motor Company – Dearborn, MI   10/2014 –12/2017
Business Analyst

- Strategically oversaw protective service initiatives, coordinating with several cross-functional engineering departments and utilizing data reports to better diagnose vehicle abnormalities.
- Created a business case in order to secure funding for the analytics division, preparing a detailed presentation for C-Suite executive and line managers that outlined the long-term data value.
- Developed innovative components of the Ford Pass mobile application, increasing end-user accessibility through performance enhancements; additionally, integrated a new data collection feature that allowed the engineering teams to create more robust and dynamic reports in real time.
  - o Integrated a reward-based loyalty program where customers could earn complimentary maintenance through Ford purchases, increased satisfaction and app utilization.
- Presented at various high-level technical conferences, networking with customers and industry
- professionals to showcase how Ford would partner with AT&T and connect 10,000,000 users by 2020.
  - o Represented the company division at presentations to outline accessibility improvements that included Apple Car Play, increased consumer interest and engagement.

Blue Cross Blue Shield of Michigan – Detroit, MI   2013
Agile Project Manager

- Acted in a project management capacity, organizing stakeholders and the Centers for Medicare and Medicaid Services (CMS) to develop new medical policy process improvements.
- Optimized medical coding standards, policies, and procedures, working closely with personnel so that healthcare professionals could achieve more robust reimbursement while removing paper records.
- Maintained KPI reporting and tracking for senior management
- Implemented a training and feedback process, resulting in a cost savings of a $1,000,000 for the BCBSM health plan.
- Responsible for writing user stories and assigning the most valuable tasks to developers during a two-week sprint.

EDUCATION

Bachelor of Science (BS), Information Systems Management
Wayne State University
Expected 2021