

# Sophia Turner

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## SUMMARY

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Dynamic and results-oriented Lead Product Manager with over 10 years of experience in driving product strategy and execution. Proven ability to lead cross-functional teams and deliver innovative solutions that enhance customer satisfaction and drive business growth. Adept at utilizing analytical skills to inform product decisions and optimize performance across multiple markets. Committed to aligning product vision with customer needs, ensuring each decision translates into real value. Excited to bring expertise to new challenges and contribute to impactful projects that foster company success.

## EXPERIENCE

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### Lead Product Manager

January 2016 - Present

NexGen Technologies

*Chicago, IL*

Oversee the product lifecycle from initial concept through launch. Drive alignment between cross-functional teams to ensure product vision meets both customer needs and organizational goals. Analyze market trends and feedback to drive enhancements while maintaining profitability.

- Spearheaded product development initiatives resulting in a 30% increase in customer engagement.
- Collaborated with engineering, marketing, and sales teams for successful product refinements.
- Managed product P&L, maintaining alignment with financial targets and growth objectives.
- Engaged continuously with customers to understand preferences and validate product vision.

### Senior Product Manager

June 2012 - December 2015

Tech Innovations Corp

*Atlanta, GA*

Led a dedicated team in delivering high-impact software products, using customer insights to shape strategic direction. Enhanced user interaction and ensured continuous improvement through iterative feedback.

- Achieved a 25% market penetration for a new software product within the first year.
- Implemented customer-centric practices resulting in improved user satisfaction scores.
- Conducted comprehensive market analysis to validate product strategies and proposed features.
- Fostered collaboration with various departments to align on project execution and timelines.

### Product Manager

September 2010 - May 2012

Visionary Solutions

*Los Angeles, CA*

Developed actionable product roadmaps that supported both business goals and market demands. Engaged diverse stakeholders to prioritize key features for product iterations.

- Executed product roadmaps that aligned with evolving business objectives.
- Drove stakeholder engagement by effectively gathering and prioritizing feature requirements.
- Continuously monitored industry trends to inform decision-making on product iterations.
- Promoted teamwork through clear communication across functions and collaborative problem-solving.

## LEADERSHIP & AWARDS

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- Top Product Innovator Award at NexGen Technologies for exceptional initiative in product advancements.
- Recognized as Employee of the Month for outstanding leadership and collaboration efforts.

## EDUCATION

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### Bachelor of Science in Marketing

2010

University of Illinois Urbana-Champaign GPA: 3.7

*Champaign, IL*

**Coursework:** Consumer Behavior, Digital Marketing, Market Research, Product Development

## CERTIFICATIONS

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- Certified Product Manager (CPM) 📅 2021
- Agile Certified Product Manager and Product Owner (ACPMPO) 📅 2020

## TECHNICAL SKILLS

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- **Analytical Tools:** Tableau, Google Analytics, Excel
- **Project Management Tools:** JIRA, Trello, Asana

- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Development Methodologies:** Agile, Scrum, Kanban
- **Market Research Platforms:** Statista, Mintel, Nielsen
- **Design Software:** Adobe Creative Suite, Figma, Sketch
- **Customer Feedback Tools:** SurveyMonkey, Qualtrics, Intercom
- **Financial Management Software:** QuickBooks, SAP, Oracle
- **Data Visualization Tools:** Power BI, Looker, Google Data Studio
- **Performance Tracking Systems:** Salesforce, HubSpot, Zoho CRM

**SKILLS**

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- Product Management
- Strategic Planning
- Market Analysis
- Cross-Functional Leadership
- Customer Engagement Strategies
- Team Performance Optimization
- Lean Methodologies
- Business Growth Strategies
- Stakeholder Engagement
- Risk Management
- Profit and Loss Management
- Project Execution
- User Experience Improvement
- Competitive Analysis
- Forecasting Trends
- Agile Frameworks

**PROFESSIONAL AFFILIATIONS**

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- Member of the Product Management Association, actively engaging with peers to share best practices.
- Volunteered with local nonprofits to mentor young professionals in marketing and product development.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST