

# Emily Johnson

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## SUMMARY

Dedicated Product Manager with over five years of industry experience in banking. Effortlessly executes strategic initiatives for product management while collaborating closely with cross-functional teams. Tracks and manages product lifecycles, conducting meticulous market research to identify growth opportunities. Passionately enhances products based on customer feedback, driving innovation within the banking sector. Leads client-facing initiatives, from developing pitch materials to providing insightful post-launch assessments. Recognized for translating user stories into actionable strategies and maintaining vital product documentation that supports compliant practices. Eager to leverage expertise to elevate innovative product offerings that deliver exceptional customer experiences.

## EXPERIENCE

### Product Manager

January 2023 - Present

FinTech Innovations

Portland, OR

Lead and develop strategic initiatives for banking services. Collaborate with design and technology teams, focusing on customer feedback to enhance product features and launch new offerings effectively. Conduct robust market analyses that shape product positioning, ensuring alignment with current industry trends.

- Formulated product strategies focused on client satisfaction.
- Delivered substantial improvements in overall customer engagement.
- Utilized analytical frameworks to assess market opportunities.
- Created a feedback loop involving stakeholders for continuous enhancements.

### Associate Product Manager

June 2020 - December 2022

Capital Wave Solutions

San Francisco, CA

Supported product management lifecycle operations, shaping user stories, and managing the backlog. Engaged directly with clients through RFPs and presentations, fostering deeper connections and trust within target markets.

- Drove product improvement activities leading to increased adoption.
- Conducted performance assessments post-launch for informed strategy shifts.
- Developed impactful sales materials that enhanced competitive positioning.
- Facilitated communication between agile teams and external partners.

### Product Analyst

August 2018 - May 2020

Banking Innovations Group

Los Angeles, CA

Analyzed client needs to inform product development strategies. Documented key phases of products' life cycles to ensure compliance with regulatory frameworks while refining processes that improved satisfaction scores.

- Managed detailed performance reports, highlighting key metrics.
- Shaped product offerings through collaborative discussions with stakeholders.
- Supported governance documentation through precise record-keeping.
- Translated client feedback into actionable product features.

## LEADERSHIP & AWARDS

- Achieved Employee of the Month at FinTech Innovations for outstanding project leadership.
- Received the Rising Star Award at Capital Wave Solutions for exceptional client engagement efforts.

## EDUCATION

### Bachelor of Science in Business Administration

2018

University of Washington GPA: 3.8

Seattle, WA

*Coursework: Marketing, Finance, Project Management, Business Analysis*

## CERTIFICATIONS

- Certified Scrum Product Owner (CSPO) 📅 2021
- Certified Product Manager (CPM) 📅 2020

## TECHNICAL SKILLS

- **Project Management Tools:** JIRA, Trello, Asana

- **Data Analysis Tools:** Tableau, Excel, R
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Design Software:** Figma, Adobe XD, Sketch
- **Agile Frameworks:** Scrum, Kanban, Lean
- **Testing Tools:** UserTesting, Optimizely, Postman
- **Documentation Platforms:** Confluence, SharePoint, Google Docs
- **CRM Systems:** Salesforce, HubSpot, Zendesk
- **Feedback Tools:** SurveyMonkey, Typeform, Qualtrics
- **Analytics Tools:** Google Analytics, Mixpanel, Amplitude

**SKILLS**

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- Product Management
- Agile Methodologies
- Market Analysis
- Cross-Functional Collaboration
- Data-Driven Decision Making
- User Story Creation
- Backlog Management
- Client Engagement
- Risk Analysis
- Post-Launch Assessments
- Product Strategy
- Sales Support
- Innovation Development
- Trend Evaluation
- Document Management

**PROFESSIONAL AFFILIATIONS**

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- Member of the Product Management Association.
- Active participant in Women in Banking Networking Group.

**LANGUAGES**

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- English (Native)
- Spanish (Proficient)

**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