

# Michael Johnson

📞 (630) 555-0198 ✉️ michael.johnson@email.com

🌐 linkedin.com/in/michael-johnson 📍 1234 Elm Street, Aurora, IL 60506



## SUMMARY

Driven and innovative Product Manager with over six years of hands-on experience steering product development within the Commercial Card sector. Adept at translating customer needs into actionable product strategies, ensuring every project aligns with business objectives. Skilled in managing extensive product life cycles from ideation through market delivery while maintaining strong relationships across cross-functional teams. Proven ability to derive insights from market research, effectively pushing initiatives that enhance client experiences and vendor performance. Passionate about crafting products that both fulfill customer demands and drive company growth.

## EXPERIENCE

### Product Manager

July 2021 - Present

Tech Innovations LLC

*Naperville, IL*

Lead product development initiatives for commercial card offerings, enhancing engagement and satisfaction among clients. Direct efforts to define strategy using market feedback, resulting in effective product vision elements. Oversee management of a prioritized product backlog, aligning features directly with business priorities. Analyze vendor metrics, driving improvements in service delivery supporting client success.

- Initiated product enhancements based on comprehensive customer feedback.
- Facilitated collaboration between marketing, engineering, and other teams for alignment.
- Streamlined relevant workflows resulting in clearer communication paths.
- Led multiple projects achieved through data-driven methodologies.

### Associate Product Manager

April 2019 - June 2021

NextGen Financial Services

*Chicago, IL*

Assisted senior managers in developing innovative financial products, smoothly integrating customer requirements into adaptations. Led efforts for market analysis, presenting trends helpful for strategic decisions. Cultivated solid vendor relationships ensuring compliance with necessary service level agreements, benefitting project outputs.

- Contributed insights on emerging trends during team meetings.
- Participated in vital discussions concerning product rollouts.
- Paved ways to ensure collaborative project success through insightful recommendations.
- Monitored product performance providing dynamic improvements as needed.

### Junior Product Analyst

January 2017 - March 2019

Bright Future Technologies

*Schaumburg, IL*

Executed analytical reviews of product performances, devising insights that fueled future developments. Consistently collaborated with senior stakeholders, guiding revisions based on concrete customer feedback and timely market studies. Developed informative presentations showcasing data-driven findings aimed at advancing product strategies efficiently.

- Collected key metrics which improved product evaluations.
- Created documents detailing critical analyses shared amongst teams.
- Raised vital topics seasonally promoting frequent follow-ups.
- Engaged with customers, gathering valuable input enriching future plans.

## PROJECTS

### Commercial Card Revamp 📅 August 2022

Revamping existing commercial card portfolios introduced an entire new line, reflecting the changing customer desires. This fresh perspective rejuvenated sales channels generating intense engagement from corporate clients seeking modern solutions, influencing observed client satisfaction levels positively.

### Feedback Loop Initiative 📅 March 2021

Implemented a systematic approach collecting real-time customer feedback via surveys. Insights gathered allowed rapid adjustments leading to clients feeling more involved, significantly boosting brand willingness and overall loyalty.

## LEADERSHIP & AWARDS

- Sprint Innovation Award - Celebrating exceptional leadership in cross-departmental product launches.
- Customer Excellence Recognition - Acknowledging unwavering commitment to elevating client satisfaction.

## EDUCATION

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**Bachelor of Science in Business Administration**

2016

University of Illinois GPA: 3.5

Champaign, IL

*Coursework: Product Management, Market Research, Data Analysis, Vendor Management*

## CERTIFICATIONS

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- Certified Scrum Product Owner (CSPO) 📅 2022
- Certified Product Manager (CPM) 📅 2021

## TECHNICAL SKILLS

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- **Product Management Tools:** JIRA, Trello, Asana
- **Data Analytics Tools:** Google Analytics, Tableau, Excel
- **Agile Methodological Practices:** Scrum, Kanban, Lean
- **Design Tools:** Sketch, InVision, Figma
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Presentation Software:** PowerPoint, Google Slides, Prezi
- **Research Tools:** SurveyMonkey, Qualtrics, SPSS
- **Collaboration Platforms:** Microsoft SharePoint, Confluence, Miro
- **Vendor Management Systems:** SAP Ariba, Coupa, Oracle Procurement
- **CRM Software:** Salesforce, HubSpot, Zoho CRM

## SKILLS

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- Product Management
- Market Research
- Vendor Management
- Data Analysis
- Cross-Functional Collaboration
- Project Management
- Strategic Planning
- Stakeholder Engagement
- Agile Methodologies
- Risk Assessment
- Client Relationship Management
- Business Strategy
- User Experience Design
- Competitive Analysis
- Innovation Strategies

## PROFESSIONAL AFFILIATIONS

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- Member of Product Management Association - Networking with industry experts on evolving best practices.
- Volunteer Mentor at Local University - Guiding students interested in product management careers.

## 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