



# Michael Johnson

## Product Manager

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### 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

Tech Innovations LLC 📅 July 2021 - Present 📍 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

NextGen Financial Services 📅 April 2019 - June 2021 📍 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

Bright Future Technologies 📅 January 2017 - March 2019 📍 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

### STRENGTHS

- 👁️ **Product Visionary**  
Transformed complex customer feedback into straightforward action points driving innovative products.
- 👥 **Collaborative Leader**  
Fostered teamwork resulting in cohesive product launches appreciated by internal and external stakeholders.
- 📊 **Analytical Thinker**  
Leveraged analytics frameworks improving decision-making processes well beyond expectations.
- 💡 **Market Savvy**  
Identified hidden market trends that steered product innovations aligning perfectly with client demands.
- 🔧 **Adaptable Innovator**  
Swiftly pivoted product strategies based on real-time data leading projects to successful outcomes.

### SKILLS

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

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Product Manager at Tech Innovations LLC (4.9 Years)

● Associate Product Manager at NextGen Financial Services (2.2 Years)

● Junior Product Analyst at Bright Future Technologies (2.2 Years)

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

### Bachelor of Science in Business Administration

University of Illinois 🎓 GPA: 3.5 📅 2016 📍 Champaign, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- **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

## PROFESSIONAL AFFILIATIONS

- 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.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST