SARAH JONES

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SOFTWARE PRODUCT MANAGER

Highly effective product manager and product owner with over 13 years of experience specializing in software development, team management and delivering complex implementations for web-based solutions and portals. Offering an array of skills in field service management, accounting (AP/AR), financial analysis and planning, time keeping, HR, HCM, contract and meeting management, CRM, inventory control, asset management, document and business processes management (ECM), web sites and portals. Demonstrated thorough understanding of integration, web application and data technical domains.

Proven ability to utilize proficiencies in stakeholder communication, team collaboration and critical thinking aptitude to skillfully manage product lifecycle and roadmap execution. Verified experience directing product development process from inception to launch. Quantitative and qualitative analytical ability allows for effective leadership in the ideation, evaluation, definition and prioritization of business needs. Track record of success ensuring releases are delivered on time and under budget while consistently satisfying user needs.

SUMMARY OF QUALIFICATIONS

- *Enterprise Software*
- *Business Analysis*
- *Managing Remote Teams*
- *Product Strategy Execution*
- *Strategic Business Priorities*
- *Cross-Functional Leadership*

- *Large Software Project Management*
- *Identifying Growth Opportunities*
- *Agile Scrum & Lean Expertise*
- *Targeted Resource Allocation*
- *Technical & Analytical Savvy*
- *Internet & Technologies Expertise*

- *Solution Architecture*
- *User Experience*
- *Staff Training & Management*
- *Stakeholder Engagement*
- *Performance Assessment*
- *Market Research Analysis*

PROFESSIONAL EXPERIENCE

SOFTWARE DEVELOPMENT PRODUCT MANAGER   **2022 – Present**
123 Solutions, Inc.
Primary goal is to design, create and implement systems that covers all primary processes, including Field Service Management, Crew Dispatch Scheduling, Time Keeping, Employee Certifications, Inventory Control, Asset Management, Financial Analysis and Project Planning/Budgeting.

- ***Generated at least 30% improvement*** *based on KPIs after implementations.*
- *Implemented enhanced Field Service Management (FSM) as a core system and strategic asset for company survival and growth in 2016-2017.*
- *Open new business opportunities by using FSM to **gain a competitive edge**.*
- *Developed and implemented five major solutions that optimized production.*
- *Direct several remote developer teams (.NET, Web, Android).*

ENTERPRISE SOFTWARE ARCHITECT   **2019 – 2022**
ABC, LLC
Helped develop Enterprise Content Management (ECM) market in North America by wearing multiple hats and managing several onsite and remote teams.

- *Managed **$18M per year in invoices per client** using Account Payable (AP) automation solution with OCR with **three successful implementations**.*
- *Built two major versions of robust AP and Expense Report management system, Conterra FIM, from scratch through to implementation.*
- ***Presented more than five new business solutions**, including Contract Generation, Lifecycle and Obligation management as well as HCM and Business Continuation Management.*
- *Tendered evaluation and proposal preparation participation for more than 15 middle-sized and large prospects.*

PRODUCT MANAGER   **2017 – 2019**
XYZ Company
Focused on creating and tuning new ECM system called Conterra. Placed in charge of design and development for several custom business solutions.

- ***Established internal CRM module to support company sales process*** *(sales funnel, sales bonus point policy, KPIs, reports, campaigns management and more).*
- *Executed HR module that includes certification management, course and training.*
- *Provided team management, annual employee reviews and employee incidents management as well as worked with applicants to resolve all issues and maintain satisfaction.*
- *Delivered **full scope of case management responsibilities**, including evidence management and project administration management.*

HEAD OF INTERNET SOLUTIONS DEPARTMENT   **2015 – 2017**
XYZ Company
Managed department that included 12 subordinates.

- *Worked with outsourcing companies to streamline operations and exceed targets.*
- *Produced targeted annual, half-annual and monthly planning.*
- *Invented and **implemented new strategy for my department** with set of KPIs, policies and procedures.*
- *Oversaw **successful completion of two critical projects** as Project Manager.*
- *Utilized previous project experience and feedback to **significantly improve corporate project management and bonus procedures**.*
- *Played key role in the department developing more than 20 web sites, business solutions and software products.*

EARLY CAREER SUMMARY

.NET Senior Developer, XYZ Company, 2004 – 2007

PROJECTS AND PRODUCTS

***FieldClix**, 2015 – 2016*
***Conterra FIM 1.0 – 2.1**, 2013 – 2014*
***Conterra 2.0 – 3.0**, 2012 – 2014*
***XYZ Company 4.8**, 2011*
***XYZ Company 4.7**, 2010*

EDUCATION AND QUALIFICATIONS

Bachelor of Software Engineering, 123 University (ISTU), 2006

Microsoft Certified Professional Developer, Enterprise Application Developer and Web Developer, 2009

LANGUAGES

English (Fluent) | **Russian** (Native)