Mila Miller

PRODUCT MANAGER

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Details

Driving license
Full

Place of birth
San Antonio

Nationality
American

Profile

Tenacious product management professional who is well versed in product life cycle frameworks. Has an exemplary track record spanning five years of dissecting complex ideation issues, prioritizing use cases, and designing unique implementation management solutions for institutional customers in the banking and financial services sectors. An avid coder with a Bachelors Degree in Computer Sciences and Industrial Engineering. Has shown exceptional leadership aptitude and responsible for integrated teams of op to 20 per each product channel.

Employment History

Senior Product Manager Banking Applications, Wells Fargo, San Diego

January 2018 — May 2020

Mitigated project risks by implementing action plans that improved operational efficiencies by 48%

- Assume full responsibility for teams in terms of resource planning (financial, assets, staff), hiring, performance management, career development and day to day operational activities
- Develop unique business cases as a justification for planned product and solution development
- Monitor and report on specific business metrics and deliverable progress to present quarterly progress reports to executive management
- Create and strategize multiple launching plans for each product channel under management
- Manage relationships between developers and implementation consultants from product conceptualization to end-user commercialization
- Provide periodic status updates regarding product optimization and process improvements taking place
- Drive collaborative efforts between product designers, site managers, and implementation consultants
- Manage all development teams and project managers engaged on projects within the channel
- Focus on other metrics help guide investment decisions based on product performance and business value for customers
- Approve new product suggestions and enhancements
- Oversee site implementers regarding end-user improvements and enhancements
- Create remediation plans when required
- Identify leveraging product prospects for expansion and market penetration strategies

Junior Product Manager, ICT Technolgy Group, Buffalo

January 2015 — December 2017

Partnered with digital marketing team members to identify and design five targeted ad–serving applications, resulting in a 180% increase in client spend within five months

- Facilitate digital products across multiple channels like online pc apps, smartphone, and tablets
- Engage and build relationships with multiple LOBs in the product suite
- Network with Digital Services areas such as technology development, PMO's user experience teams and   operations departments
- Assist in compiling roadmaps and corresponding timelines of execution
- Conduct administrative activities related to the development of business cases for new product innovation and enhancements
- Set up priority ranking of product features and specifications for final approval by Group Product Manager
- Conduct performance review reports from the date received by key stakeholders regarding actual milestones hit, versus planned deliverables requested
- Monitor request for product changes and send technical queries to the Product Manager responsible for each product channel in question
- Create a priority list to determine which features should be built next in the product development life cycle based on market research and user testing data
- Draft a resource list of available human, physical and financial assets available for each product channel
- Keep a strict product management schedule to ensure that efficient workflow is maintained
- Keep track of time blocking and sprints to ensure adequate progress of development and implementation teams

Education

Bachelor of Computer Science and Software Development, University of California, San Diego

January 2017 — May 2020

Project Management Professional (PMP), Project Management Academy, Miami

January 2017 — December 2017

4,800 hours of project management

36 hours of project management education

Links

Linkedin   Facebook

Skills

A/B Testing	Best Practices
Beta Testing	Risk Management
CSS	Product Launches
Data Analytics	Customer Analysis
Commercialization	Financial Analysis
Digital Channels	Quality Assurance
Coding	Feature Priorities

Ranking	Product Development Life Cycle
Deliverables & Milestones	Road mapping
IT Troubleshooting	User Research
Value Propositions	Revenue Management
SWOT Analysis	UX/UI Design
SDLC	Product Scoping
Product Enhancements	Business Cases
Product Design	Release Management

Courses

Certified Product Manage, Association for International Product Marketing and Management, AIPMM, Online

May 2020 — May 2020

Agile Certified Practitioner, Project Management Institute, PMI, Online

May 2019 — May 2019

Languages

English

Afrikaans

Russian

Hobbies

Running, Cycling, Fusion Cooking