



**Location:** NYC or NJ

**Type:** Consultant

**Contact** Joel Shapiro at 516-902-1623 or [jshapiro@jmstechsolutions.com](mailto:jshapiro@jmstechsolutions.com)

**Title:** Product Manager, Project Manager, Business Analyst, ecommerce Product Management

Product Manager with more than 8 years of experience in IT, product marketing, taking real customer requirements and developing products that are valuable, innovative, and successful. Collaborative and decisive with strong communication and interpersonal abilities.

## **EDUCATION**

**Graduate Certification in Business Communications – Harvard Extension School**  
**Masters in Information Technology & Management** - Illinois Institute of Technology, Chicago, IL – Graduated 2011

**Bachelor of Engineering-Computer Science** - Visvesvaraya Technological University, India  
**Product School** - Certification in Software Product Management

**Certification:** Certified Denodo 4.7 Web Integration Expert, Certified Intern at Indian Space Research Organization

## **TECHNICAL SKILLS**

- Product Management Tools: ProductPlan, Trello, Aha, Balsamiq, Google Forms
- Project Management: Smartsheet, Microsoft Project, JIRA, Evernote, Visio
- BI Tools: IBM WebSphere Data Stage for design and development
- Reporting: Excel, Cognos 10 & 8.i, Tableau
- RDBMS: SQL, Oracle 10g/11i, Oracle Exadata
- Quality Assurance: JIRA, HP ALM, Take a Number (TAN), Bugzilla
- Platforms/OS: Windows, LINUX/UNIX

## **PROFESSIONAL EXPERIENCE**

### **Product Management – The Children’s Place - September 2017 to Present**

- Partnered with IT and design teams in delivering all activities around the product roadmap for Accessories and IoT devices with a focus on digital growth and site optimization
- Represent the team in scrum meetings around new product and promotion launches, site enhancements and overall sales growth
- Provide and manage product requirements in the form of user stories and acceptance criteria including wireframes and related agile artifacts
- Participated in the change control board and provides feedback to the customer on the potential impacts of the changes under review and discuss alternative solutions
- Co-managed product management activities of the mobile footprint of a major ecommerce brand operating as part of a large multi branded ecommerce/direct to consumer organization

- Served as a consultant to management, senior management and customers

#### **Project Manager – Pricewaterhouse Coopers Inc. - January 2015 to June 2017**

- Led design and multinational rollout of robust, scalable and secure electronic data interchange (EDI), enterprise resource planning (ERP) and point-of-sale (POS) systems for clients including State of Michigan, Citigroup and McDonald's.
- Led the delivery of the IT projects in accordance with the digital release schedule and agile methodologies and techniques and responded to client RFP's.
- Collaborated with senior managers, functional managers, and project managers to plan business and technology initiatives and budgets. Identify and resolve project issues and manage project risk.
- Established and managed cost, schedules, and performance of large, highly complex projects. Fully accountable for complex/diverse projects with a high degree of business risk
- Ensured products met or exceeded client expectations. Excelled at gathering feedback and requirements; communicating needed changes to development team; and overseeing seamless, high-quality rollouts to on-time and on-budget conclusion.

#### **Ecommerce Product Manager - Information Resources Inc., - July 2011 to January 2015 (simultaneously with below)**

- Managed the entire product life cycle from ideation to launch for a Fortune 500 Retail client.
- Led the Product Planning and deployment for FORTUNE 500 health payer. Roles included overall project management, process design, development, training and deployment.
- Led prioritization of features and functions for mobile website by working closely with the mobile development team
- Participated in design thinking, agile, and LEAN rituals which establish rhythm for the team, promote ongoing communication, and iterative refinement of roadmaps
- Managed public releases and customer support materials, ensure compliance with platform requirements, and shepherd your apps through app store processes, Launch and manage the mobile marketing/analytics platform

#### **Technical Business Analyst – Information Resources Inc. - July 2011 to January 2015 (simultaneously with above)**

- Assisted in complex data collection and analysis activities using advanced SQL, RDBMS
- Worked on the migration of several processes from the legacy data warehouse into EDW
- Acted as an onsite coordinator between the data warehouse developers in India and the ETL designers on-site and coordinated development efforts with team of 14+ resources. Responsibilities included implementing the established process flow to ensure that all process/design issues were properly communicated between off-site and on-site resources

#### **Quality Assurance & Build Release Specialist/Jr Developer– Motorola Mobility. - July 2010 to July 2011**

- Conceived product scope and definition, decided on appropriate APIs and screen resolutions, generated detailed documentation including Class/Sequence/Activity diagrams
- Involved in testing mobile devices **Motorola, Samsung, LG** with O/S of **Windows mobile, Android**. Testing different **messaging applications** like **Email, Instant messaging (IM), and SMS** on different mobile devices, resolved build and release dependencies in

collaboration with other departments

### **ACHIEVEMENTS**

Received **Lead the way global award** from CEO of IRI for delivering global item intake automation and improving client satisfaction.