

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

An ambitious and motivated recent graduate eager to utilize my strong analytical and communication skills to help drive success in the organization. With my passion for technology and innovation and a solid understanding of agile methodology, I am confident in my ability to contribute to the team.

Experience

Product Owner Intern - PWFT Company / Chicago, IL

MONTH YEAR - Present

- Part of the team that spearheaded the creation of over 20 product mockups and prototypes, leading to 13 custom designs entering the fall product line.
- Presented 70+ product requirements and documents to staff and executives, contributing to a 15% growth in team output.
- In charge of communications between development and engineering teams.
- Collaborated with 40+ stakeholders during the development of products, resulting in a 22% rise in investments.
- Facilitated testing of 30+ products, including user acceptance testing and alpha and beta programs.

Barista - New Day Coffee Bar / Seattle, WA

January 2015 - March 2018

- Memorized 100+ beverages and combinations, coffee brewing practices, and POS tools to serve customers.
- Sanitized equipment and common surfaces throughout the day while maintaining excellent customer service.
- Developed feedback loop for over five new product lines through sampling and customer review reporting, producing four unique coffee blends.
- Fulfilled 10,000+ custom orders via mobile and in-store purchases, attending to each customer's request.
- Engaged with 5000+ customers, ensuring complete customer satisfaction and strong Yelp reviews.

Project Experience

- Collected product requirements from 100+ key buyer audiences and end-users.
- Led presentations for the company to stakeholders, ensuring new products were sold to large entities.
- Worked as the middle man between the development and engineering teams, ensuring nothing was lost in communication.

Education

Bachelor of Arts in Business Administration - University of Washington

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- User-centered design
- Service and product design
- Excellent customer service
- Conceptualization
- User validation

Licenses & Accreditations

Licenses & Accreditations

- Certified Product Owner by Product Manager HQ
- Scrum Alliance Certified Scrum Product Owner
- PMI Agile Certified Practitioner