



# Mila Miller

PRODUCT MANAGER

## 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 up 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

## Details

1515 Pacific Ave, Los Angeles, CA  
90291, United States  
(541) 754-3010

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NATIONALITY

American

DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

## Links

[Linkedin](#)

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## 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

- 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 data 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

## Courses

### Certified Product Manager, 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

SDLC

Product Scoping

Product Enhancements

Business Cases

Product Design

Release Management

## Languages

English

Afrikaans

Russian

## Hobbies

Running, Cycling, Fusion Cooking