



Paul Griffin

Amazon Product Manager

Info

Address

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CA 90291, United States

Phone

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Email

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[LinkedIn](#)

[Facebook](#)

[Twitter](#)

Skills

Amplitude, Domo,
Geckoboard, Google Analytics,
GoodData, Heap, Mixpanel,
Pendo, Segment

FormStack, Google Forms,
Idea Scale, Qualtrics, Spigit,
SurveyMonkey, TypeForm,
UserVoice, Wootric

Axure, Balsamiq, Figma Design,
Flaticon, Framer, InVision,
MockingBird, LiveShare,
Moqups, Sketch, UXPin

Profile

Highly competent Product Manager with eight years of experience in Agile product development for e-commerce platforms in the ICT technology space. Co-led product development for a commercialization strategy or green fitness products and supplements for the Africa Market. Tasked with the responsibility to re-design UX and UI for multiple social media platform landing pages and online shopping functionalities. Holds a Masters Degree in Computer Sciences with a double major in Digital Marketing.

Employment History

E-Commerce Product Manager, Takealot

Jul 2019 – Jul 2020 📍 Macclesfield

Increased customer acquisition by 54% by implementing a new E-commerce listing creation process to streamline subscriptions

- Manage project, program and product teams
- Integrate software development, testing, and technology design with e-commerce business requirements
- Translate customer needs into product features, pricing models and UI design
- Analyze market and customer engagement statistics on pilot projects to determine viability for mass launching
- Define product requirements and specifications to deliver successful user experiences
- Apply data and back-end customer engagement metrics to motivate assumptions and assertions of business value
- Conceptualize, facilitate and manage multiple projects at a time
- Build systems to spearhead critical decisions of global e-commerce strategies

Senior Product Manager, Amazon

Jan 2017 – May 2019 📍 Buffalo Grove

Reclaimed \$86K in revenue by restructuring sales territories according to product lines instead of locations

- Reverse engineer product tweaks by working backward from customer feedback data
- Focus on friction-free, easy to use product platforms to solve customer issues and enhance the online shopping experience
- Contribute feedback suggestions and potential solutions throughout each phase of the product life cycle from conceptualization through to launching stages
- Act as the end-to-end owner of five product channels
- Manage product business cases to identify product value propositions, define unique customer experience specifications and craft marketing plans to enhance customer adoption levels
- Formulate insights and design innovative action plans to leverage new ideas regarding product designs and improvements to existing product offerings

Adobe Target, Appsee, Clicktale, FullStory, Helio, Hotjar, Lookback, Optimizely, SessionStack, Usabilia, UserTesting, UXCam, Validately

Appcues, Evergage, Hopscotch, Inline Manual, Intercom, UserIQ, Tour My App, WalkMe, Whatfix

AHA, Confluence, GoToMeeting, G-Suite, Hangouts Chat, Microsoft Office 365, Slack, Zoom, Facebook Live, Quipp

Asana, Monday, Trello, Jira, PivotalTracker, Rally,

A/B Testing

Risk Management

Data Analytics

Coding

Product Development Life Cycle

Troubleshooting

Revenue Management

SWOT Analysis

UX/UI Design

User Research

Value Propositions

Deliverables & Milestones

Road-mapping

Feature Priorities

Ranking

Digital Channels

Quality Assurance

CSS

Beta Testing

Languages

English



German



Junior Product Manager, Wish

Jan 2014 – Jul 2016 Mannheim

Increased average order value by 30% year on year by creating a mobile app for online shopping

- Collect system and business requirements from external and internal customers and drive project schedules accordingly
- Lead and coordinate product launches and feedback surveys
- Accountable for making appropriate trade-offs between product features and time-to-launch deadlines

Education

Project Management Academy, Project Management Professional (PMP)

Jan 2020 – Jul 2020 Orange County

4,900 hours of project management practical

40 hours of project management education

Northwestern Kellogg University, Bachelor of Science Degree in Product Strategy

Jan 2017 – Jul 2019 San Diego

Association for International Product Marketing and Management, AIPMM, Certified Amazon Product Manager

Jan 2017 – Jul 2018 Online

Boston University, Digital MicroMasters Product Management Certification

Jan 2015 – Jul 2016 Boston

Course Curriculum: Building product roadmaps, Agile product management practices for software/digital products, Guiding product development, Social media marketing

Courses

Agile Advanced Certified Practitioner, Scrum Alliance, Online

Jul 2020 – Jul 2020

Certified Product Manager, AIPMM (Association of International Product Marketing & Management), Online, Certified Product Manager, AIPMM, Online

Jan 2019 – Aug 2019

Hobbies

Cycling, Swimming, Hiking