**Christopher Lee**

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**PRODUCT MANAGER, CERTIFIED SCRUM PRODUCT OWNER, SA**

Drives the strategic product vision of a product line (web, mobile web, iOS, Android apps, portals, platforms, prototypes) through the creation of digital product specifications and product definition and design, including journey maps, flow diagrams, user stories and/or other critical deliverables. Mentors and develops team members. Change agent leading large-scale DevOps transformations. Ability to adapt quickly to various customers, environments, processes, and systems. Deep understanding of technology service business models.

**Technical Skills:** Agile, Scrum, Kanban, DevOps, SQL, JavaScript, PHP, Azure DevOps, JIRA, ServiceNow, Google Cloud Platform, Amazon Web Services, Salesforce

**EMPLOYMENT**

[**Product Manager, Agile Product Management Coach 2023 – Present**](https://www.linkedin.com/company/89938/)

**Product Coach Labs Inc**

* Product Management Job Search Coach and Startup Coach to fulltime AI product management and engineering employees at Google, LinkedIn, Salesforce, Apple, Visa
* Previous clients were an American multinational financial services firm, Abbott Laboratories, Fresenius Medical Care, Lloyds Banking Group, East West Bank, major power & utilities, credit card, telecommunications, pharmaceuticals, agricultural.
* Coach product leaders and executive clients with Agile product management at the organizational, portfolio, value stream, team, and individual levels at enterprise level.
* Lead teams looking at the holistic product functional requirements that meet both business and technical needs.
* Author, Packt Publishing, “The Art of Crafting User Stories”
* Expert Advisor to Product Managers and Product Leaders, [Clarity.fm](https://clarity.fm/) and [Firsthand](https://firsthand.co/login)

[**Product Owner Coach 2023**](https://www.linkedin.com/company/89938/)

**State of Iowa Medicaid**

* Coaching and advisory for product owners on customer delight for the State of Iowa's Medicaid Enterprise Modernization Effort's provider portal launch, serving on the governance team.

[**Product Manager Feb 2019 – Aug**](https://www.linkedin.com/company/89938/) **2022**

**Ernst & Young**
Create digital product specifications to drive strategic product vision of product lines. Mentor EY product team, managing relationships within the team and identifying areas of growth to build staff and senior consultants who can learn the skills necessary to become strong managers.

* Worked in project teams through agreed upon phases of project governance, requirements definition, vendor selection, risk analysis, customization, testing, training, and rollout of a client's project lifecycle.
* Led teams looking at the holistic product functional requirements that meet both business and technical needs.
* Worked directly with creative, business, and technical team members to identify interdependencies and define and document requirements that adhere to technical constraints.
* Led team members in developing applicable methodologies, tools, approaches, points of view, thought leadership and accelerators to differentiate EY in the Digital and Emerging Technology Advisory market.
* Provided broad technical and functional knowledge of various key technology and business platforms.
* Partner with client technology professionals and third-party strategic alliances.
* Managed day to day communication with executive clients and sponsors.
* Led aspects of the proposal development process.

## buildit@Wipro Digital 2018 - 2019

**Product Manager, Agile Delivery Lead**

Agile Coach leading large-scale, end-to-end digital and DevOps transformations, using the Agile Manifesto as our guiding principle, and building real solutions through experimentation.

* Enabled Fortune 500 clients (Abbott Labs, Lloyds Banking Group) to adapt to changing needs, improve their time to live, and deliver better software.
* Improved methodologies and techniques, with sensitivity for a clients’ culture and operating environment.
* Built high-caliber, multi-faceted teams and give them the space and trust to do what they do best.
* Explored up-and-coming technologies and methodologies in the pursuit of excellence.

## M17 Entertainment, Paktor 2017 - 2018

**Product Manager**
Drove product & brand vision, planning, and implementation. Steered the entire product team toward achieving ambitious KPIs. Designed and implemented new features, enhancements, and fixes.

* Created wireframes, product requirements and other illustrations to convey feature ideas and gather feedback.
* Researched and leveraged consumer insights and competitive intelligence to inform product decisions.
* Gathered and distilled requirements from users, support, marketing, and elsewhere; translated these into a cohesive and actionable vision.
* Developed metrics to measure success of program features and analyze results.
* Partnered with international teams using Mandarin Chinese and had five direct reports (engineers and designers).

**Gear Stream 2017**

**Agile Product Management Coach**

Agile Lead Coach: Agile program coach, workshop facilitator, mapping & backlog. Transitioned Enterprise IT organizations at JPMorgan Chase to a modern, end-to-end Product development model.

* Moved IT project portfolio and delivery teams (including the teams and supporting organization) into a product focused planning and execution operating model.
* Products include advertising technology (marketing & sales), banker tablet desktop (design), home lending origination (mortgages). Digital payments and card services to follow.

[**Fareportal, CheapOAir 2015 - 2016**](https://www.linkedin.com/company/89938/)

**Product Manager**

Crafted the product vision and defined and executed upon the 1-year roadmap based on market trends, competitive set, customer feedback and analytics. Collaborated with internal stakeholders to phase-in new Car product initiatives from idea to complete adoption.

* Achieved historically highest quarterly revenue for Cars and 30% year-over-year increase.
* Improved Car Rental product line across platforms impacting 200K users per year.
* Orchestrated and iterated A/B tests analyzed conversion rate, revenue growth to make prioritization decisions.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Bachelor of Arts: Media Studies,** City University of New York - Queens College
Microsoft Certified: Azure AI Fundamentals

Digital Media Marketing, New York University

Certified Scrum Product Owner, Certified Scrum Master, Scrum Alliance. (Inactive)

SAFe 4.5 Certified Agilist, Scaled Agile

Google Certificates: Analytics IQ, AdWords Fundamentals, Display Advertising, Video Advertising