KYLE **WILLIAMS**

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Results-driven Product Manager with 14 years of experience in fostering innovation, optimizing product roadmaps, and delivering impactful solutions. Proven track record of leading cross-functional teams, enhancing operational efficiency, and achieving significant cost reductions all while using Agile Environments. Skilled at aligning product strategies with business goals to drive growth and enhance user satisfaction.

PROFESSIONAL EXPERIENCE

JULY 2022 TO PRESENT

PRODUCT MANAGER – GLOBAL RISK

VISA INC, AUSTIN, TX

Strategic Initiatives: Spearheaded the development of a comprehensive Product Roadmap aligned with business goals and stakeholder expectations, successfully implementing two Compliance Programs, which resulted in a 20% increase in user engagement.

User-Centric Prioritization: Directed collaborative efforts with key stakeholders to define product scope and prioritize product enhancements, utilizing advanced frameworks including user story mapping and Kano analysis to deeply comprehend and address user needs.

Cross-functional Leadership: Led cross-functional teams to gather insights and authored monthly communications, including release notes and roadmap highlights, improving stakeholder customer engagement and information dissemination by 30%.

Risk Management: Achieved a 40% reduction in data discrepancies within the internal Risk Management tool by developing automated email KPIs with Engineering, empowering the Product team to proactively resolve issues and engage key stakeholders.

MARCH 2022 TO JULY 2022

SENIOR GLOBAL RISK AUTOMATION ANALYST / BUSINESS ANALYST

VISA INC, AUSTIN, TX

Enablement and Automation: Developed strategies to enhance the Global Risk organization through automation and technical solutions.

KPI Development: Established KPIs to measure success from both user and organizational perspectives, ensuring alignment with business objectives.

Consultation and Design: Partnered with risk colleagues to identify automation needs, design and deploy solutions, and create reusable components for future projects.

Cross-functional Collaboration: Worked closely with Technology, Corporate IT, and Cyber Security teams to ensure alignment and integration of solutions.

JULY 2018 TO MARCH 2022

PRODUCT SOLUTIONS DEVELOPER II

SYNTELLIS PERFORMANCE SOLUTIONS (FORMERLY AXIOM / KAUFFMAN HALL), CHICAGO, IL

Scrum Team Leadership: Directed daily standups, story grooming, and bug scrubs, ensuring adherence to Agile Methodology and improving team productivity by 25%.

Requirement Analysis & Solution Deployment: Collaborated with Product Owners to analyze requirements and develop technical solutions, enhancing healthcare software web applications focused on Financial Planning, Capital Planning/Tracking, Rolling Forecasting, and Strategy Management.

Capability Expansion: Spearheaded the development of over 40 new capabilities within the Axiom Healthcare Financial software platform, significantly increasing its functionality and user adoption.

Quality Assurance Collaboration: Partnered with QA to streamline testing processes, ensuring efficient and accurate testing of new solutions, and contributed to pre-release regression end-to-end testing for quarterly releases, reducing post-release defects by 30%.

FEBRUARY 2014 TO JULY 2018
SENIOR OPERATIONS ANALYST

LEO BURNETT, CHICAGO, IL

Financial Analysis & Support: Delivered critical financial analysis and support to Operations, facilitating strategic business decisions and driving cost savings initiatives.

Oversight & Compliance: Managed time reporting and ensured compliance for the Finance and Agency Travel and Expense teams, streamlining processes and maintaining regulatory standards.

NOVEMBER 2010 TO FEBRUARY 2014
FINANCIAL ANALYST

US BANK, CHICAGO, IL

Process Automation: Developed iProcess, a VBA macro-based tool that automated data entry, saving over 15 hours per month and significantly boosting operational efficiency.

Cost Analysis: Conducted thorough cost analysis that identified potential savings opportunities, leading to a 10% reduction in operational costs.

EDUCATION

JUNE 2010
BACHELOR OF SCIENCE IN FINANCE, THE UNIVERSITY OF ILLINOIS AT CHICAGO

SKILLS

- Scrum
- User Requirements
- Product Road Mapping
- Market trends analysis
- PowerBI
- IBM Cognos
- Tableau
- AI / LLMs
- SQL
- Snowflake
- Jira
- Visio

ACTIVITIES & INTERESTS

- Environmental conservation
- Home Automation / IoT / MCUs
- Woodworking
- Hydroponics
- Sports (Soccer, Football, Skiing)
- Food & Travel