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Professional Experience

MGM Resorts International

Lead Product Manager | Guest Experience – Mobile Platform

May 2022 – Current

- Led Product Roadmap Vision and Curation for Loyalty Marketing and Features with an emphasis on Casino focused user experiences
- Drove Business Stakeholder engagement and feedback through interactive and collaborative ideation sessions using tools like Miro and Figma.
- Led prioritization and decision-making sessions with business managers, technical engineering leads and designers to steer product decisions
- Managed a dynamic Product Backlog using Jira and Confluence by crafting INVEST measured, User Stories that captured an assortment of use cases, alternative paths, and testable, specific acceptance criteria
- Partnered with both front and back-end Software Engineers to deliver high value and revenue generating features that aligned with strategic objectives and timeframes using SCRUM and other Agile frameworks
- Drove UX and UI collaboration with stakeholders, researchers and designers for persona development, wireframe creation and prototypes
- Managed budget and funding aspects for product development
- Delivered milestone reviews and feature roadmap communications to senior leaders within the technology team as well as business leadership

Red Rock Resorts (Station Casinos LLC.)

Product Manager | Guest Experience – Mobile, Web, Slot, Kiosk

Dec 2019 – May 2022

- Led Stakeholder engagement while balancing needs with overall company strategy, focusing on Customer Facing Mobile and Web Channels
- Developed rich product backlogs with stakeholder engagement, which valuable features along with clear roadmaps for the future
- Projected company innovation with creation of wireframes, prototyping and customer journey mapping
- Conveyed company vision into measurable deliverables for stakeholders and end users
- Delivered end user applications which enriched the user experience and improved efficiency, including industry first, multi-property integration for Gaming Casino Wallet and Mobile App
- Ensured the highest user experience standards with test plan development, end user acceptance testing and release planning.
20% of the leading project teams despite reduced resources
- Leveraged business management experience to incorporate into intuitive UX design for Team Members and End Users

Skills

Product Management

- Vision/Roadmap Creation
- Backlog Creation/Mgmt.
- Process Mapping
- Customer Journey & Experience
- Market & Competitive Analysis
- Budget Mgmt. and Funding

User Experience and Design

- User Experience
- Wire-framing
- User Story Mapping
- Design Sprints
- Story Development
- Backlog Refinement
- Rapid Prototyping
- Process Diagramming

Project Management

- Milestone Planning
- Critical Path Analysis
- Budget Management
- Executive Communication

Tools

Product Management:

- Jira
- Confluence
- Miro
- Azure DevOps
- FigJam
- Visio

Design

- Figma
- Adobe XD
- inVision

Development

- Oracle PL/SQL
- Microsoft SQL server
- Microsoft App Center
- Apple App Store Connect
- Google Play Console

Diamond Resorts (*Hilton Grand Vacations*)

Business Systems Analyst / IT Project Manager

August 2016- Dec 2019

- Led successful software development projects with multiple teams delivering valuable solutions for Customer and Internal facing processes including complex API integrations
- Designed over 30 strategic business process integrations currently deployed, transforming company platforms and increasing efficiency for those new integrations
- Grew Financial Services/ Product Purchasing platform, partnering with business leaders with 4 nationwide rollouts

Diamond Resorts (*Hilton Grand Vacations*)

Contracts Area Manager | Financial Services Operations

July 2010- August 2016

- Grew Financial Services/ Product Purchasing platform, partnering with business leaders with 4 nationwide rollouts
- Built, trained, and led team of 15 over 3 sales locations coordinating the processing of over 1450 sales transactions and grossing over \$17 million over the course of a 3-year period.
- Transformed loan processing operations team from three sales locations over the greater Los Angeles Area from into leading in top 5 efficiency rating for all of California Sales.
- Created breakthrough loan processing logistics platform with executive leadership team for Event Marketing platform across California

Education

Bachelor of Science in Business - Information Technology Management

- Western Governors University
- Graduated June 2022

Professional Certifications

Certified Scrum Product Owner

- Scrum Alliance
- Obtained Dec 2020

Certified Associate in Project Management

- Project Management Institute (PMI)
- Obtained Aug 2018

References

- Available Upon Request

Technology

Gaming Systems

- IGT Advantage
- IGT Patron Mgmt.
- IGT M5
- IGT Cardless/Cashless
- MarkerTrax
- EVERI Promotion Engine
- EVERI CashClub Wallet

Marketing Systems

- Adobe Campaign
- CRM
- SendGrid
- Twilio
- Sitecore
- WordPress

Development

- Microsoft Visual Studio+
- MongoDB
- React Native
- Flutter

