

# [First Last Name]

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## PROFESSIONAL SUMMARY

[Product Owner] with [X+] years of experience driving delivery of customer-centric digital products in [industry/domain]. Adept at translating complex business needs into clear, prioritized backlogs and collaborating with cross-functional teams to ship high-impact features. Proven ability to maximize value through data-informed decision-making, stakeholder alignment, and outcome-focused roadmapping. Strong track record of improving product adoption, streamlining workflows, and increasing ROI across agile environments.

## EXPERIENCE

### [Senior Product Owner] | [Company Name]

[City, State] | [MM YYYY] – Present

- Owned the vision and roadmap for the [core B2B SaaS platform], defining and refining a value-driven product backlog of [X+] epics and user stories aligned with [OKRs / business outcomes].
- Collaborated with [Scrum Master, UX, Engineering, and Data] to deliver [major feature/initiative], resulting in a [X%] increase in [user engagement/adoption] and a [X%] reduction in [support tickets/churn].
- Led backlog refinement, sprint planning, and review ceremonies for a cross-functional squad of [X–Y] members, improving on-time delivery rate from [A%] to [B%] and increasing sprint goal completion by [C%].

### [Product Owner] | [Previous Company Name]

[City, State] | [MM YYYY] – [MM YYYY]

- Gathered and prioritized requirements from [key stakeholders / customers], converting them into well-defined user stories with clear acceptance criteria in [Jira / Azure DevOps / Trello].
- Partnered with UX and engineering to launch [new module/feature set] that streamlined [specific workflow], reducing process time by [X%] and increasing NPS by [Y] points within [Z] months.
- Monitored product performance using [Google Analytics / Mixpanel / Power BI], running A/B tests and data analyses that informed backlog reprioritization and delivered a [X%] uplift in [conversion/retention].

## EDUCATION

### [Bachelor of Science in Business Administration] | [University Name]

[City, State] | [MM YYYY] – [MM YYYY]

- [Relevant coursework: Product Management, Data Analytics, Marketing, Project Management]

### [Certified Scrum Product Owner (CSPO)] | [Issuing Organization]

[MM YYYY]

- [Training focused on agile product ownership, backlog management, and stakeholder collaboration]

## SKILLS

**Product Management:** [Product Vision & Roadmapping], [Backlog Prioritization], [User Story Mapping], [MVP Definition], [Requirements Gathering]

**Agile & Delivery:** [Scrum], [Kanban], [Sprint Planning & Review], [Backlog Refinement], [Release Planning]

**Tools & Platforms:** [Jira], [Confluence], [Azure DevOps], [Figma / Miro], [Google Analytics / Mixpanel], [SQL (basic queries)]

**Data & Analysis:** [A/B Testing], [KPI Definition], [Dashboard Interpretation], [User Behavior Analysis], [Hypothesis-Driven Experiments]

**Stakeholder Management:** [Roadmap Communication], [Expectation Management], [Requirements Workshops], [Cross-Functional Alignment]

**Customer Focus:** [User Research Collaboration], [Persona Development], [Customer Journey Mapping], [Feedback Loops / VoC Programs]

**Soft Skills:** [Strategic Thinking], [Clear Communication], [Facilitation], [Conflict Resolution], [Decision-Making under Ambiguity]

## PROJECTS

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**[Digital Self-Service Portal Redesign] | [Company / Personal Project]**

[MM YYYY] – [MM YYYY]

- Defined product vision and success metrics for a redesigned [customer self-service portal], aligning roadmap with goals to reduce support calls and improve digital adoption.
- Created and prioritized a backlog of [X+] user stories based on user interviews, analytics, and support insights, collaborating with UX to validate concepts via low-fidelity prototypes.
- Launched the redesigned experience in phased releases, achieving a [X%] increase in self-service task completion and a [Y%] decrease in call center volume within [Z] months.

**[Internal Workflow Automation Product] | [Company / Internal Initiative]**

[MM YYYY] – [MM YYYY]

- Acted as Product Owner for an internal tool automating [manual approval / request] workflows, consolidating requirements from [X] departments into a unified product backlog.
- Worked closely with engineering to deliver incremental releases every [2–3] weeks, continuously refining scope based on stakeholder feedback and usage data.
- Reduced average processing time from [A] days to [B] hours and improved process compliance rate by [C%], contributing to measurable operational cost savings.