SCHUYLER PAGENSTECHER

(240) 281-1167 | swpagenstecher@gmail.com
www.linkedin.com/in/schuylerpagenstecher/ | www.schuylerpagenstecher.com/about

DESIGN – BUILD – DELIVER

PASSION | PRECISION | EMPATHY | ENGAGEMENT | POSITIVITY | COMMUNICATION | CREATIVITY

PROFESSIONAL PROFILE

Analytical and outgoing professional with a passion for building solutions and products that maximize value and provide exceptional user experiences. Adaptable leader skilled at product ownership and management, breaking down problems into features and user stories, handling changing priorities, navigating conflict, and turning losses into wins. Intuitive product manager adept at evangelizing products, driving and developing product roadmaps, and working with cross-functional teams to deliver cutting-edge products. Outcomes-driven team player whose spirit for building products creates a foundation of effective relationships, cohesive teams, and delighted users.

AREAS OF EXPERTISE

- Jira, Confluence
- SQL, DBVisualizer, Microsoft SQL Server
- Microsoft Office
- Agile, Lean, SAFe product development
- Scrum, Kanban
- Visio, InVision, Figma

- Maximizing Value
- Product Management and Ownership
- Analyzing Product Data, BI tools
- Stakeholder management
- Product life cycle, prototyping, testing
- Python, Javascript, HTML, CSS, Groovy

CAREER HISTORY

FJA | DENVER, CO

SOLUTIONS ARCHITECT   **2020 – 2022**

- Champion and drive roadmap as Product Manager for Health Insurance products
  - Coordinate with subject matter experts to build out roadmap, and keep roadmap aligned with FJA's corporate strategy
  - Produce roadmap visualizations for internal and external audiences
  - Demonstrate product features and communicate future roadmap items to pursue opportunities with sales team
  - Develop proof of concepts, prototypes, and demo systems and showcase them to existing and prospective clients to solicit feedback, generate excitement, and cultivate buy-in
  - Define metrics to measure success, and use them to maximize value and optimize quality
  - Engage with support and customers to handle escalations and address product feedback
- Conceptualize and define product features and enhancements
  - Drive new features using insurance industry knowledge, market research, and competitive analysis
  - Champion features that are in line with company's corporate strategy and delight customers
  - Partner with UI/UX designers to build features that enthrall clients
  - Collaborate with developers to break down features into smaller sized pieces of work
  - Manage backlog and partner with developers to build a prioritized, detailed, and sized queue of backlog items
  - **Key Achievement:** Received FJA's Innovator of the Year award for role as solutions architect and product owner on a new product to optimize Medicare Advantage processes. Recognized for product vision, and maximizing value across multiple scrum teams working on the product.
- Serve as product owner on multiple scrum teams
  - Develop user stories and acceptance criteria
  - Assist teams to define milestones and deliver in-scope, and timely releases
  - Communicate and manage dependencies on other teams, and facilitate resolutions
  - Spearhead sprint reviews and promote agility on teams
- Establish requirements and write supporting documentation
  - Architect overall solution and high-level functionality with appropriate artifacts (architecture diagrams, user flows, business object models)

- o Develop and present technical requirements documents, wireframes, and screen mockups to internal and external audiences
- o Transform business needs into functional specifications and implementation plans, and communicate those needs to development
- o Drive requirement gathering meetings to elicit requirements from business stakeholders and clients
- Manage team of data analysts
  - o Oversee team by using project forecasting, resourcing metrics, and financial targets to effectively allocate team members
  - o Coordinate resources across multiple projects and manage competing deadlines with fluctuating workloads
  - o Cultivate understanding of individual and organizational goals and enable team to reach those goals
  - o Collaborate with individuals to identify career paths and aspirations, and work with management to follow through with opportunities

LEAD PRODUCT/DATA ANALYST   2016 – 2019

- Champion on customer's behalf during implementations to increase value
  - o Analyze client business strategies and incorporate them in FJA's health insurance platform
  - o Communicate client needs to management and developer teams to ensure customer expectations are met
  - o Consult clients on data configuration and best practices within a UML framework
  - o Collect business requirements from clients and translate them into product requirements
  - o **Key Achievement:** Received FJA's Most Valuable Player award for working across implementations to deliver high quality software that maximized client ROI, and inspiring confidence in customers with effective communication, accurate guidance, and strong interpersonal relationships.
- Implement FJA solutions and configure proprietary software
  - o Plan and assemble health insurance product data inside a hierarchical data model
  - o Develop dynamic member materials for health insurance consumers, and audit reports using Javascript, SQL, BIRT, and Carbone
  - o Collaborate with customers on health insurance regulations and mandates to provide and build compliant solutions
  - o Train customers and team members on technical systems and proprietary software
  - o **Key Achievement:** Received FJA's Innovator of the Year award for developing and designing an efficient, collaborative, and testable Document Generation framework; and subsequently implementing and enhancing the system across multiple clients.
- Lead teams of data analysts on implementation projects and provide guidance to peers and department
  - o Interview product analyst candidates and provide recommendations to HR
  - o Rally together team to support application deployments and triage technical issues when they arise
  - o Conduct postmortems on defects and put together strategies to prevent additional occurrences

---

EDUCATION AND CERTIFICATIONS

COLORADO STATE UNIVERSITY

Bachelor of Science, Mathematics (2016)

Applied Mathematics concentration with a focus in Computer Science

CONTINUING EDUCATION

Scrum.org, Professional Scrum Product Owner I (PSPO I) (2020)

ADDITIONAL

DATA VISUALIZATIONS FOR A YEAR OF BOOKS   2021

Developed a flask application using a python backend and javascript frontend to compile and display a dataset of books read during 2020. Application is hosted on a Digital Ocean VM. Project is ongoing and continues to be updated. Link to the project: www.schuylerpagenstecher.com