

OLIVIA SANCHEZ

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Dedicated Product Manager with a strong background in project management, offering a unique blend of skills and expertise to drive product development and customer satisfaction. Proven track record in crafting product roadmaps, gathering data-supported requirements, and ensuring alignment with overall business objectives to drive towards specific metrics to drive user engagement with the platform. Adept at leveraging data insights to inform decision-making and improve the user experience, such as increasing platform usage time by 25%. Strong collaborator who excels in cross-functional team environments and delivers projects on time.

KEY AREAS OF EXPERTISE

- Requirements Gathering
- Tools: Figma, Asana, Jira, Workfront
- Product Roadmap Ownership
- Agile Project Management
- Market Management & Brand Management
- SWOT Analysis & Feature Prioritization

PROFESSIONAL EXPERIENCE

EVERNORTH, A DIVISION OF CIGNA HEALTHCARE

REMOTE

Customer Experience Product Manager, Print & Distribution

2024-Present

- As a product manager within the print and distribution space, I assess initiatives for their value potential and ensure that they align with the overall enterprise strategy of Cigna. In particular, I specialize in regulatory type communications and government communications.
- Have made significant contributions to the overall strategy of the print and distribution space with deep understanding of the technological environment and the current processes. Outcome: implementation of my ideas and enhancements to better the user experience overall.

IT Business Project Consultant

2024-Present

- As a part of the Enterprises Print & Distribution team, my role encompasses driving print projects from the technology side through effective collaboration and communication with upstream business partners and vendor management team.
- Primarily responsible for 3-5 projects at any given time and the SME for 2 product lines, including the complex Medicare Explanation of Benefits product.
- Consults on internal tool and portal development as an experienced product manager; have developed a high level roadmap for one upcoming reporting portal and have been gathering detailed requirements for development and engineering teams

SEPIRE

REMOTE

Product Manager

2023–2024

- Product Manager for CompliChain, a self-service client portal for job management and tracking. The platform has an approximate growth rate of 15%. The average amount of time a user spends on the platform is approximately 50 minutes.
- Responsible for developing a comprehensive roadmap for CompliChain ensuring that it aligns with overall business goals as set by the Leadership Team; Responsible for maintaining the roadmap and updating as new business priorities emerge
- Utilized research and data analysis skills to tease out user feedback, and experience to provide real-world insights and develop a series features that make the experience of using the web portal better
- Identified key areas within the product where additional development would result in significant advancements in customer experience; documented those requirements for the development team and successfully developed features for the CompliChain portal that benefited multiple clients
- Successfully lead a monthly sprint and release schedule; Releases have consistently been on time with Product Notes released internally prior to features being rolled out to customers

IT Project Manager and Business Analyst

2022– 2024

- Worked directly with customers to gather requirements for large scale print production and marketing automation projects. Often sought out by the Sales Team to offer customers' insights into print operations, best practices, and efficiency opportunities.
- Pursued opportunities for standardization and scalability; Developed a significant library of documentation, training materials, and processes to drive efficiency across the team. Advise the Leadership team on possible solutions to complex business concerns on the IT PM/BA team.
- Develop deep insights into the client onboarding & implementation processes; identified and made actionable recommendations that would reduce the implementation process by 20%

PATHIFY EDUCATION

REMOTE

Implementations Manager

2021– 2022

Operations Project Manager

2021– 2022

TELADOC HEALTH

DALLAS, TX

Operations Project Manager

2019–2021

EDUCATION

MBA FROM LOUISIANA STATE UNIVERSITY – SHREVEPORT | Online | Graduated Dec 2019

BA IN PSYCHOLOGY FROM UNIVERSITY OF NORTH TEXAS | Denton, TX | Graduated Dec 2014

SKILLS AND INTERESTS

General Skills: Strategic Thinking, Attention to Detail, Consistent, Customer Facing Experience, Agile Work Environments, Team Player, Process Documentation, Leadership, B2B Experience, B2C Experience, B2B2C Experience

Product Management Skills: Storytelling, Customer Education, Data Driven, Requirements Gathering, Customer Satisfaction, Market Management, Brand Management, SWOT Analysis, Feature Prioritization, Figma, Product Lifecycle, Product Roadmap, Go To Market Strategy, Customer Facing Experience

Project Management Skills: JIRA, End To End Project Management, Workfront, Customer Implementation, Project Planning

Marketing Skills: Marketing Automation, Process Development, Scalability, Data Analysis

ABOUT ME

My two favorite places in the world: my kitchen and my “garden”. All of my fondest memories revolve around my love for cooking up something hearty and sharing it with family and friends. To support my passion for all things delicious, I started growing my own herbs in pots on a windowsill; an area we affectionately call “the garden”. I love the extra boost of flavor that fresh herbs add to your favorite dish, getting you just a tiny bit closer to the perfect bite.