# Stephanie Caruana

Stephanie.r.caruana@gmail.com │ 0452661512 │ Melbourne, VIC

## Key skills

- Product Management
- Product Strategy
- Problem Solving
- Time Management
- Communication
- Market Research and Analysis
- Procedural Development
- Data/Business Analysis
- Product ownership
- Project Coordination
- Professional Writing
- SQL

## Tools

- Jira Miro
- Moengage
- AHA!
- Monday.com
- AdobeXD
- Figma
- Zendesk
- Slack
- G Suite
- MavSocial
- WordPress
- Shopify
- Mailchimp
- Photoshop
- Microsoft suite
- Testflight
- Postman

## Career history

**Product Manager at Access4**

**Fulltime**

March 2023 – Present

Managing the Vendor Product Portfolio by keeping partners and customers engaged, maintaining vendor and stakeholder relationships and enriching the product suite through feature development and strategy.

Key responsibilities:

- Growing and managing the UCAAS Products within my portfolio.
- Developing and executing a comprehensive product roadmap aligned with company and portfolio KPIs.
- Working with cross functional agile teams to execute project requirements.
- Driving the effective implementation of the roadmap whilst delivering improvements and initiatives to maximise my portfolio.
- Liaising with partners, vendors and stakeholders to ensure my portfolio is serving a user experience consistent with expectations.
- Driving Product Success through feature development and marketing to align with business and portfolio KPIs.
- Writing comprehensive feature requirements.
- mapping ux flows to guide design, development and QA.
- Leading the scrum and ensuring all PMs within my team are being as agile as possible, with all features meeting definition of ready prior to sprint sign off
- Sprint planning, peer review and team collaberation
- product evangelisation internally and externally
- Developing training guides for UCAAS partners and customers.
- Coordinating internally to train and promote the internal team and customers on new features and products
- Planning and creating marketing approach and materials; working closely with the marketing team to engage the right channels.

## Education

- Bachelor of Arts, Majors in Literary Studies & Sociology
  Monash University 2017 – 2019

- Diploma of RPA Business Analysis Fundamentals UiPath
  2021

- Automation Specialist Level 1
  Test Design Specialist Level 1
  Tricentis 2020-2021

- Conducting commercial/competitor analysis on the product portfolio to stay in tune with marketability and future development opportunities.
- front end testing on mobile and desktop
- Training and onboarding of all new staff to the product team

Achievements:

- Conducted 3 successful beta programs that have led to 92% conversion.
- Increased customer satisfaction through regular touch points and focus groups.
- Successfully launched three new products surpassing MRR Budget expectations within the first quarter in just 2 weeks

### Product Manager at Launchpad App Development Fulltime

March 2022 – March 2023

Managed client and stakeholder relationships to define Product market fit, focus, features and design to successfully develop successful custom desktop and app software products.

Key responsibilities:

- Conducted workshops with clients to define product scope, ensuring alignment with client expectations and project goals.
- Presented and created compelling pitches for the product roadmap to incept and grow projects.
- Wrote comprehensive feature requirements, product roadmaps, and mapped key UX flows, providing clear guidance for development teams.
- Leveraged market research and user feedback to ensure features serves a positive user experience.
- Worked closely with design and development teams to ensure agile and timely delivery of the product's key milestones.
- Trained and managed the QA team to establish and maintain high-quality standards.
- Maintained regular communication with clients, key stakeholders, and management, exceeding expectations and addressing any concerns promptly.

# Awards

- Communicator Awards: Gold Award of Excellence for App: Stir Crazy Kids https://www.communicatorawards.com/ winners/winners-gallery/ 2022

- Monash University Funding Grant for Independent Undergraduate Research Project https://www.icurportal.com/wp-content/uploads/2018-ICUR-Abstracts.docx (Panel 15C) 2018

- Global Leadership Undergraduate Research Award: From the Portfolio of The Dean of Arts at Monash University Best Project out of the Top 30% of Students in Arts Discipline 2018

- Global Leadership Undergraduate Research Program Funding Award of $7,000
  - My role was as Chief Lead Investigator of the international study of Acculturation. 1/3 projects that were funded. Program size was 170 students.

- Endeavour Internship Award: Top intern out of 30 at Baptcare.
- Project Award for Policy Research Management; completing a full audit and update of all company policies implemented across Australia.
  October 2018 - March 2019

- Contributed to the company framework by improving and developing processes to optimise efficiency and enhancing development capabilities.
- Developed and implemented product strategies to ensure long-term product success and sustainable growth, aligning with business objectives and market trends.

Achievements:

- Successfully increased sales by 50% for two long term customers through targeting marketing campaigns and feature development.
- Successfully maintained and improved a 7-figure portfolio.

## Associate Business Analyst at Virtech Fulltime

July 2020 – March 2022

Worked closely with customers to capture business requirements for SaaS implementations, managed and successfully submitted bids for I.T transformation projects.

Key Responsibilities:

- Conducting customer-facing presentations, effectively showcasing the value proposition of the solutions.
- Collaborating with key stakeholders and partners to gather business requirements, develop use cases, and create training materials for SaaS- based products, ensuring effective implementation and user adoption.
- Developed RFQs (Request for Quotation) and coordinated tender responses for state and federal government contracts, focusing on areas such as automated testing, and large-scale migrations.

Achievements:

- Developed and submitted successful panel submissions for federal government contracts, resulting in contract awards and increased business opportunities.
- Planned and executed an internal audit of all business processes according to ISO 9001 standards, ensuring compliance for the certification.

# References

## SAAS Tender Developer at Virtech
**Part-time contract**
January 2019 - January 2020

Coordinated Tender responses for NSW and QLD Government submissions for Test Automation and Hardware refresh services.

Key Responsibilities:

- Collaborated closely with cross-functional teams to define project requirements, develop technical- specifications, and ensure alignment with government procurement guidelines.
- Conducted comprehensive research and analysis to understand tender requirements, market trends, and competitor offerings, informing the development of compelling tender responses.
- Played a key role in crafting persuasive narratives and value propositions to showcase the benefits of hardware refresh and test automation solutions offered at Virtech to government agencies.
- Successfully secured government contracts through the submission of well-crafted tender proposals, demonstrating a track record of delivering impactful outcomes in the IT procurement space.

Achievements:

- Successfully obtained qualification for Virtech to offer services in 7 different verticals across QLD and NSW government marketplace.
- Led the development and submission of winning government tenders for hardware refresh and test automation services, resulting in successful contract awards.
- Recognised for exceptional proposal writing skills and ability to articulate complex technical solutions into clear and persuasive tender responses.
- Played a pivotal role in driving business growth and profitability by consistently delivering high- quality tender submissions that differentiated Virtech from other MSPs and positioned it as a trusted partner in government procurement initiatives.