

# Melody Phon

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## Career Summary

I am a motivated business professional with a passion for product execution. I have over ten years of experience driving projects and products from strategy to delivery. My soft skills are key to achieving desired results with leading and influencing teams, communication and resolving conflicts. I am looking for opportunities with companies where I can bring my curiosity and appetite for digital technology.

## Work Experience

### OhioHealth

08/2019 To Present

#### Digital Product Manager/Owner - Web and Mobile

- Work directly with other product owners, system engineers, developers, testers, and customers to define features, requirements, technical user stories, understand level of effort, and make recommendations on delivery
- Support an Agile Software Development process, working in conjunction with end users / stakeholders and multiple scrum teams, outlining and prioritizing work based on business value
- Work closely with counterparts in Product Management to align on the vision and strategic roadmaps
- Acting as stakeholder of specific product backlog items, work closely with development teams to ensure the output to be aligned with expectations
- Being the voice of the customer and providing a business perspective on value during day-to-day development
- Ensure well-written user stories, define acceptance criteria for scrum teams
- Prioritize the backlog for scrum teams based on the product roadmap, technical product requirements and product defects
- Act as the liaison between partners, product managers, and engineering/delivery teams, representing the needs of the business while championing the end user

## **Nationwide Insurance**

03/2009 To 08/2019

### **Digital Product Owner - Internet Sales Applications**

- Product owner for six internet Personal Lines Direct Sales applications
- Collaborate with Stakeholders, other Product Owners, Business Subject Matter Experts, Requirements Analysts, Developers and Test Analysts to ensure the product vision is translated into a product backlog in the format of user stories and acceptance criteria.
- Implemented a zero-down-time release process and manage the release plans for scrum teams.
- User accepted testing and approve user stories, mock-ups and signing off on completed work
- Resolves blockers when business support is required
- Evaluates impacts to business process and alerts all appropriate stakeholders of these impacts
- Accepts/approves user stories in preparation for the upcoming iteration

### **Project Manager - Research and Development R&D**

- Define, document and apply an R&D enterprise standard methodology
- Manage multiple concurrent research projects with vendors, onsite and offsite team members
- Continuously monitors project elements, anticipates/identifies potential problems and manages to resolution
- Define project scope, track technical goals, milestones, and deliverables for the team.
- Identify use cases, design documents, test plans and measure ROI statements
- Financial tracking of projects

### **Program Management Coordinator - Personal Lines Transformation**

- Experience managing a variety of projects including plan, build, POCs, research and development efforts
- Managed the overall program and project level financials, which included but are not limited to, analyzing multi-million dollar budgets and forecast with Clarity PPM and Hyperion reports.
- Calculate variance and communicate financial trends to executives and stakeholders
- Oversee the Statement of Work (SOW), purchase order approvals and procurement process. Experience with both fixed-bid and time and material contracts
- Vendor management for on site and offshore vendors. Responsible for demand management, resource on-boarding, staff forecasting and time auditing
- Identify technical and ownership of asset and configuration management including infrastructure, hardware and virtual machine specifications, software versions and licenses

### **Project Manager - IT Infrastructure**

- Prepare and maintain project plans to track activities against the plan, providing reports to customers and line management as appropriate
- Monitor project costs and schedule to ensure that the project does not exceed the approved budget and stay within prescribed timeline

- Managed team efforts to migrate and upgrade Oracle databases from outdated servers to an environment that meets or exceeds their nonfunctional requirements
- Plan, deploy, monitor, conduct site surveys and support the new infrastructure technology implementation of:
- Cisco VOIP Telephony
- LAN / WAN
- Wireless Data Access Points
- Network Printers
- Audio Video Conferencing

**JP Morgan Chase Project Coordinator - Midwest Region Service Delivery 02/2007 To 02/2009**

- Monitored and assigned service desk tickets for multiple teams of technicians responsible for the installation and configuration of hardware and software located throughout the Midwest region
- Scheduled and coordinated resources for partner vendors' PC refresh projects
- Assisted emails and telephone calls for tier 1 help desk technical related issues and escalated more complex issues through a defined escalation process
- Asset and configuration management of HP machines
- Monthly financial billing and reporting for services
- Successfully achieved SLAs/OLAs (Service Level Agreements and Operation Level Agreements) and costs reduction by improving internal process
- Accountable for managing the staff scheduling, including shift patterns and the number of staff required to meet demand
- Oversaw recruiting, hiring and training of technicians

## **Education**

**The Ohio State University**  
Bachelor of Science 2007

## **Certification**

Stanford Advanced Project Management (SAPM) 2016  
Certified Scrum Product Owner (CSPO) 2018  
Pragmatic Product Management Certified 2020