

# Carter Elkin

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Alpharetta, GA

[LinkedIn](#)

## WORK EXPERIENCE

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### Verizon - Digital Product Owner

October 2019 - current

Alpharetta, GA

- Organized and participated in 50+ Customer Experience focus group sessions
- Drove continual evolution and enhancement of digital customer experience, leading to an increase of 4-5 star reviews by 300%
- Created and maintained 100+ project timelines and implementation tasks
- Partnered with Analytics team of 10 to develop reporting methodologies and visualizations
- Shaped and implemented overall strategy, execution, and management of digital onboarding, saving an average of 3 hours per transaction
- Created 30+ new features while optimizing digital capabilities

### Morgan Stanley - Junior Digital Product Owner

June 2018 - October 2018

Atlanta, GA

- Monitored, maintained, and evaluated 30+ newly-developed products through lifecycle
- Developed 30+ visual presentations to communicate ideas, gain stakeholder approvals, report project statuses, and measure KPIs, resulting in 26 new clients in 2018
- Managed and prioritized product backlog by creating 200+ user stories and epics
- Worked to resolve 300+ client-facing issues and concerns, increasing customer satisfaction rates by 36%
- Worked in an Agile environment, contributing to a 15% decrease in employee sick days
- Conducted break-fix investigation and troubleshooting with 5+ cross-functional teams

## EDUCATION

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### University of Georgia - B.S., Computer Science

September 2014 - June 2018

Athens, GA

## SKILLS

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Communication; Product backlogs ; Agile methodologies ; Leadership; Well-organized;  
Creative problem-solving; Self-motivated; Entrepreneurial spirit