



# LIORA MERCER

## GOOGLE PRODUCT MANAGER

### CONTACT

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(123) 456-7890 

Northbrook, IL 

[LinkedIn](#) 

### EDUCATION

B.S.

Computer Science

University of Illinois at

Urbana-Champaign

September 2008 - April 2012

Urbana, IL

### SKILLS

Google Workspace

Jira

Adobe Creative Suite

GitHub

Scrum

Salesforce

### WORK EXPERIENCE

#### Product Manager

Allstate

August 2019 - current / Northbrook, IL

- Decreased product delivery delays by 26% by using Jira for efficient project management and tracking
- Managed product development timelines and processes using Scrum methodologies and decreased time-to-market by 18%
- Implemented Google Analytics for tracking product performance, contributing to a 23% increase in customer satisfaction rates
- Reduced software bugs by 7% by coordinating with the development team using GitHub

#### Product Coordinator

Motorola Solutions

May 2015 - July 2019 / Chicago, IL

- Streamlined communication between product, sales, and marketing teams via Google Workspace and improved project efficiency by 23%
- Assisted in the development of product pricing strategies that resulted in an 11% increase in profit margins
- Helped manage a product portfolio that accounted for 19% of the company's total revenue
- Coordinated with the marketing team to launch product promotional campaigns, leading to a 32% increase in product awareness

#### Associate Product Manager

Morningstar

May 2012 - May 2015 / Chicago, IL

- Helped plan and execute product roadmap presentations for stakeholders, leading to a 28% increase in stakeholder buy-in
- Worked closely with the UX team to improve product design and increased user experience scores by 34%
- Increased new user sign-ups during launch periods by overseeing product launch activities and effectiveness with Google Analytics
- Collaborated with the customer support team to address user feedback and reduced active support tickets by 36%