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# Erissa Gilfus

Technical Product  
Manager

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## Details

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(949) 749-4383

Seattle, WA

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## Profile

I am a Technical Product Manager with over 3 years of experience leading cross-functional teams, managing product development, and driving product initiatives. I have a proven record of success in developing and launching products that meet customer needs and generate revenue. I am adept at understanding customer feedback, translating it into product requirements, and delivering on those requirements. My experience also includes working with software engineers, UX/UI designers, and other stakeholders to create a product that meets customer needs and exceeds expectations. I am passionate about creating innovative products that drive customer satisfaction and business growth.

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## Employment History

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### Technical Product Manager at Amazon, WA

Jan 2023 - Present

- Implemented a new Amazon product that increased customer satisfaction ratings by 25% within the first 6 months of release.
- Spearheaded the design and development of a new Amazon product that drove an increase in revenue by 10% within the first year of launch.
- Collaborated with cross-functional teams to develop a new Amazon product that reduced customer service costs by 20% while improving customer experience.

### Associate Technical Product Manager at Microsoft, WA

Sep 2020 - Dec 2022

- Developed and launched a new product feature that improved customer satisfaction by 15%, resulting in a 5% increase in revenue in just one month.
  - Managed a team of 10 engineers to develop, test and deploy a new cloud-based platform on time and within budget, resulting in a 10% improvement in operational efficiency.
  - Resolved 25 customer complaints within one week, resulting in an 85% reduction in customer dissatisfaction.
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## Education

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### Bachelor of Science in Technical Product Management at Seattle Pacific University, WA

Sep 2015 - May 2020

Relevant Coursework: Product Design and Development, Advanced Technical Product Management, Project Management, Digital Product Management.

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## Links

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[linkedin.com/in/erissagilfus](https://www.linkedin.com/in/erissagilfus)

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