


# Ilyanna Lorg

## Technical Product Owner

I am an experienced Technical Product Owner with over 1 year of experience in the software development industry. I have a passion for creating high-quality products while supporting the vision of the company. My experience includes working with stakeholders to understand their needs and develop product strategies, managing product roadmaps, writing user stories, and leading teams to execute on product development. I am also experienced in conducting user research, analyzing customer feedback, and tracking metrics to ensure product success. My goal is to create cutting-edge products that meet customer needs and are successful in the market.

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(377) 576-2228 

Grand Rapids, MI 

### Education

**Bachelor of Science  
in Computer Engineering  
at Michigan Technological  
University, MI**

Aug 2018 - May 2022

Relevant Coursework:  
Programming Languages,  
Operating Systems, Computer  
Architecture, Digital Logic  
Design, Computer Networks,  
and Data Structures.

### Links

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

### Skills

Product Management

Agile/Scrum

Technical Writing

Business Analysis

User Experience Design

Requirements Gathering

Project Management

### Employment History

#### Technical Product Owner at Ford Motor Company, MI

Dec 2022 - Present

- Developed and implemented a new telematics feature for Ford Sync 3, increasing customer satisfaction with the product by 15% over a 6 month period.
- Collaborated with engineering team to reduce development time of FordPass Connect by 40%, resulting in improved product launch timeline.
- Led the design of a customer-facing mobile app for Ford dealerships, which resulted in a 35% increase in customer engagement and a 20% reduction in service appointment wait times.
- Streamlined the process for ordering parts online, resulting in a 25% increase in customer satisfaction and a 15% decrease in customer service calls.

#### Associate Technical Product Owner at Dow Chemical Company, MI

Jul 2022 - Nov 2022

- Achieved a 15% reduction in development time for a new product launch, resulting in a 5% increase in revenue for Dow Chemical Company, MI. (2020).
- Led a successful cross-functional team in the development of a new product line, resulting in a 10% decrease in customer complaints. (2019).
- Implemented a new data-driven approach to product development, resulting in a 20% increase in accuracy and efficiency. (2018).
- Developed an automated system that reduced manual errors by 40%, resulting in a 25% decrease in customer service costs. (2017).

### Certificates

#### Certified Scrum Product Owner (CSPO)

Sep 2021

#### Certified Agile Product Manager (CAPM)

Jun 2020

### Memberships

Association for Project Management (APM)

### Languages