

Jennifer Pisarski

5242 Cambridge Lane Apt 3 Mount Pleasant, MI 48858
989-289-5667 - pisarskijennifer@gmail.com - [LinkedIn](#) - [Website](#)

Objective

Seeking a product management position with a company in the technology industry.

Career Experience

Leadership

- Trusted to lead the overall management of products including personnel, offerings, and their reputation
- Entrepreneurially grow the business by increasing sales, satisfying customers, and penetrating new markets
- Communicate and drive weekly, quarterly and yearly product goals and updates
- Report on key performance indicators and return on interest
- Supervise direct support, advocacy, and management for client-run online community platform while maintaining brand continuity and working closely with other departments such as product, support, and marketing
- Managed a team of 10 to ensure learning content design, development, and review followed through the pipeline without issue and to the customer's satisfaction

Product Management

- Develop short and long-term growth driven strategic plans, roadmap, and vision
- Double product offering within the first year
- Oversee the internal and external communication of products in a caring, respectful, and dependable manner
- Generate product requirements and determine specifications, production timetables, and time-integrated plans for product introduction including developing marketing strategies

Adult Education/eLearning

- Certified user of Lectora
- Create SCORM compliant eLearning content using instructional design methodologies, junior video producing, and graphic design
- Create software simulations, audio, video, guides, and graphics
- Administer the learning management system (LMS)
- Performed synchronous training, demonstrations, and webinars
- Communicated with clients to ensure training products were translated from English to over 20 languages resulting in hundreds of deliverables
- 4.5 out of 5 satisfaction in willingness to recommend and willingness to repurchase for synchronous product training

Community Management

- Recommend and implement engagement tactics, communication planning, metrics, goals, engagement content, and evaluations
- Increased site enrollment, engagement, and communication
- Implement an online knowledge base to hold articles that are currently in paper format
- Report technical issues and product improvement suggestions
- Acted as a member of the support team providing tier 1 and tier 2 technical support

Marketing

- Acting as an active member of retention and direct marketing team
- Trained and presented at conferences
- Wrote two ebooks and contributed to one which yielded over 9000 (and counting) downloads

Jennifer Pisarski

Career History

Vice President of Product Management at Serving Alcohol - Remote - 11/2018-Current

Technical Writer at EDX Wireless - Remote - 3/2019-3/2020

Community Manager at Trivantis - Remote - 9/2015-10/2018

Instructional Designer at DocuTAP - Sioux Falls, SD - 02/2014-09/2015

Instructional Systems Designer/Content Assembler/Translation Administrator at The Dow Chemical Company on behalf of Delta College Corporate Services - Midland, MI - 10/2010-1/2014

Receptionist at Midland County Educational Service Agency - Midland, MI - 8/2009-10/2010

Education

Central Michigan University

Bachelors of Science in Business Administration Major: General Business Administration Minor: Applied Business Communication, 2020-2022 (Expected)

Secondary Education, 2006-2007

Theater

Mid-Michigan College

Associate of Arts in Secondary Education Transfer, Graduated 2006

Business Studies Transfer, 2009-2010

Theater

Harrison High School

High School Diploma, Graduated 2004

Theater, Spanish Club, Student Body Government, Prom Committee, Volleyball, Ski

Hardware/Software Experience

Leadership/Product Management

ASANA, JIRA, Adobe Acrobat Reader, Gmail, Google Drive, Google Docs, Google Sheets, Google Slides, Google Calendar, Google Hangouts, Microsoft Outlook, Slack, Salesforce, Moz, Grammarly, Copywriting, Technical Writing, Trello, Wix, NetSuite, Confluence, ShareFile, Sharepoint, Windows, Macintosh, Apple, and Android, Browserstack, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Edge, Internet Explorer, Google Chrome, Mozilla Firefox, Apple Safari

Adult Education/eLearning

Trivantis Lectora, Trivantis Lectora Online, Techsmith Camtasia, GarageBand, Screenflow, Adobe After Effects, Adobe Final Cut Pro, Techsmith Snagit, GIMP, Audacity, Trivantis ReviewLink, Trivantis CourseMill, Trivantis CenarioVR, Go to Training/Meeting/Webinar, Moodle, Absorb, MyLearning, Docebo, Scorm Cloud, HTML5, xAPI/experience API/Tin Can, Virtual Reality, Closed Captioning, Section 508, WCAG, Adobe Captivate, Articulate Storyline, Google Forms, Wordpad ++

Marketing/Social Media

Google Ads, Canva, Hootsuite, Twitter, Facebook, LinkedIn, Instagram, YouTube/YouTube Live, Wistia, Google Analytics, Skype, Spotify

Community Management

WordPress, MindTouch, Knowledge Owl