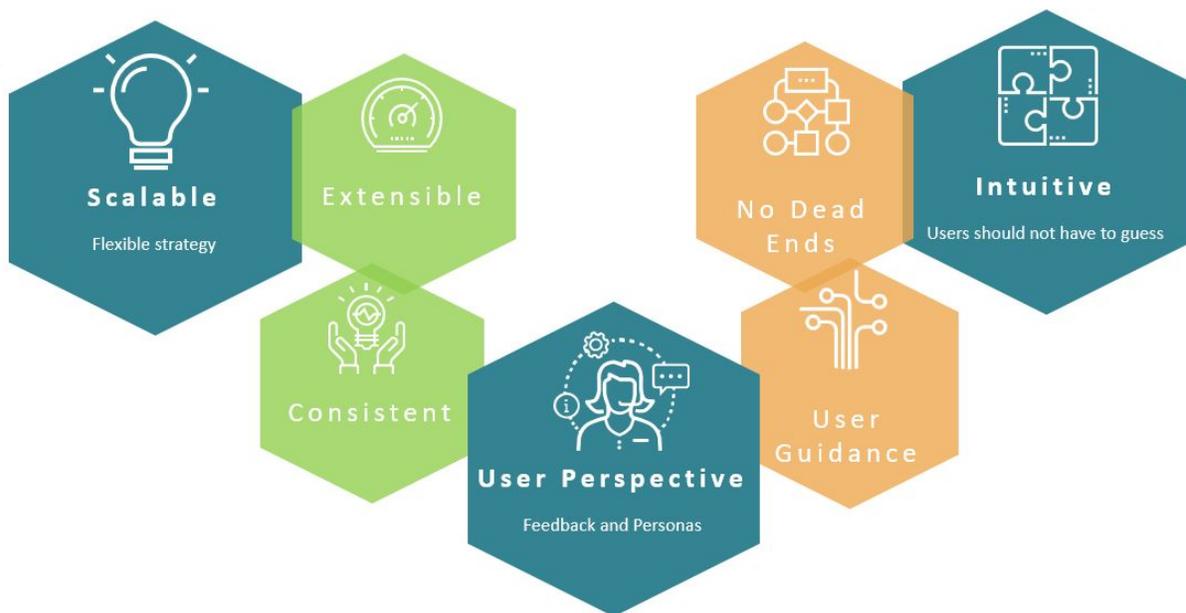


HI Service Portal: Evolving the Self-Service Experience

My Role: Product Owner of Customer Experience

Outcome: Over the course of three years, three portal redesigns, and nearly monthly feature updates, we transitioned to an amazing user experience for our customers.



Responsibilities:

- Manage and respond to customer feedback about experience
- Manage a rolling roadmap of projects and timelines for multiple end-user personas
- Manage prioritized backlog of project requests from internal teams, customers, and leadership
- Manage prioritized backlog of “one-off” improvements and defects
- Identify and work with stakeholders to gather requirements, create user flows and priorities
- Work with designers prototype, whiteboard, and ideate against requirements
- Validate designs with stakeholders and requirements
- Create epics and stories to work with design and development

- Work with development to estimate work and map out timelines
- Monthly Stakeholder presentations, to 80-100 people in 3-5 countries. Included Project updates as well as UX Analytics
- Test ongoing development to make sure it satisfies the requirements
- Create and maintain Test Suites for each of the 6-8 end-user personas
- Run UAT with internal teams testing “as” the customer
- Create and maintain Knowledge base of 50+ customer-facing articles
- Review and approve scripts and videos for user-experience
- Write Community blogs, and attend user group meet-ups

Next Up the Service Revolution

