**A person wearing glasses and a jacket

Description automatically generated**

**SOPHIA ELLIS**

2012 - 2015

**Wardiere University**

**Bachelor of Design**

2015 - 2017

**Wardiere University**

**Master of Design**

* Supported the launch of a web-based customer management tool, increasing user base by 18% within the first year.
* Conducted user testing sessions, providing actionable insights that led to a 15% improvement in user experience.
* Collaborated with the customer support team to identify user pain points, resulting in a 10% drop in support requests.

**2017- 2019**

**BrightSpark Solutions**

Product Design Apprentice

* Managed the entire lifecycle of a B2C mobile app, achieving a 35% increase in active users.
* Conducted competitive analysis and customer surveys to shape product roadmap, leading to three successful product launches.
* Collaborated with marketing to improve product positioning, resulting in a 20% rise in acquisition rates.
* Established performance metrics and monitored product KPIs, ensuring continuous improvement and alignment with business goals.
* Facilitated cross-functional team alignment, improving project delivery speed by 12%.

**2019- 2021**

Product Design Manager

**Ginyard International Co.**

* Led the development of a customer feedback feature, increasing user engagement by 40% within six months.
* Boosted user satisfaction scores by 25% through strategic product enhancements and continuous A/B testing.
* Streamlined product requirements with design and engineering teams, reducing development cycle time by 15%.
* Established and prioritized product roadmap through market analysis, delivering three successful new features.
* Enhanced customer satisfaction by incorporating user feedback, achieving a Net Promoter Score (NPS) increase of 20%.

http://www.sophiaellisportfolio.com/

* French
* Spanish
* English

Product Manager

+123-456-7890

sophia.ellis@emaildomain.com

**WORK EXPERIENCE**

**2021 – present**

**InnovateX Digital Solutions**

Product Manager

**PROFILE**

Dedicated product manager with over five years of experience in driving product innovation, user satisfaction, and cross-functional collaboration. Skilled in agile development and customer insights analysis. Proven track record of successfully launching products that exceed business goals and improve user experience.

**EDUCATION**

**EXPERTISE**

**LANGUAGE**

* Management Skills
* Digital Marketing
* Project Management
* Negotiation
* Time management
* Critical Thinking
* Communication Skills