

Jamie Dillon

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PROFESSIONAL EXPERIENCE

Sonoco-Trident | Kingston Upon Hull, UK (Remote)

Senior Product Manager | August 2021 to February 2024

- Developed project roadmap & strategy for new KPI tracking product, generating \$271,000 in new revenue in Q4 of 2023
- Led two agile engineering teams with 15+ developers, sustaining all product delivery dates & quality standards
- Improved conversion rates by 18% via strategic product enhancements and optimized user experience
- Boosted engineering velocity by 22% YoY by documenting sprint planning components, including feature requirements, user stories, and acceptance criteria; optimizing project planning, execution, and delivery
- Analyzed over 500+ user surveys bi-monthly, cataloging defects & enhancement opportunities
- Assessed Adobe Analytics reports, tracking 10+ core KPIs & utilizing data to drive product backlog
- Drove a 20% increase in user retention and a 10% growth in customer lifetime value by managing a successful collaboration with product designers and user research teams to enhance UX/UI components
- Conducted market research and competitor analysis to identify new opportunities, contributing to a 21% revenue growth
- Led a team of six product managers to bridge knowledge gaps on best practices, driving a 30% improvement in efficiency

Sonoco-Trident | Kingston Upon Hull, UK (Remote)

Product Manager | November 2015 to August 2021

- Managed the development and launch of a new SaaS product, adding a 27% increase in company revenue within the first year of the launch
- Examined market dynamics and competitive landscape to define customer needs, translating insights into product requirements, which increased customer satisfaction metrics from 42% to 76%
- Collaborated with cross-functional teams to frame product strategy and roadmap, defined strategy, and drive execution
- Implemented agile methodologies to improve product development efficiency, reducing time-to-market by 35%
- Expanded user engagement from 60% to 85% by managing the product backlog, prioritized product features and enhancements, and facilitated product demos and reviews
- Teamed up with engineering teams to deliver innovative features, yielding a 20% increase in customer satisfaction

Sonoco-Trident | Charlotte, NC

Senior Account Manager | June 2013 to January 2016

- Delivered exceptional customer service and fostered strong relationships to ensure increasing profits from 30% to 60%
- Partnered with Reckitt Benckiser Marketing, Supply Chain, and Global Pack Techs on projects, including acquiring K-Y Brand and rebranding Mucinex, ensuring no inventory gaps while maintaining 50%+ profits
- Created a performance reporting template, achieving a 75% reduction in the preparation time of standard client materials
- Onboarded six new customers, providing comprehensive training and implementing tailored processes to align with specific business requirements, ensuring client retention for all six customers

Schawk | Kalamazoo, MI

Senior Account Manager | April 2012 to May 2013

- Mentored team members in account management and customer service best practices to build a high-performing team
- Collaborated with Wal-Mart to meet diverse printing and branding objectives, ensuring seamless execution of projects
- Created process improvements to move Wal-Mart account from a large volume account with little to no sustainable profits to an account with 20-25% consistent profits in 2012

SKILLS

Product Management | Project Management | Adobe Analytics | UI/UX | Agile | Scrum | Kanban | SQL | Python | Data Science
| Tableau | QA | Account Management | Print Management | Office365 | Adobe Creative Suite | LucidChart | LiquidPlanner
| Zendesk | Aha!

EDUCATION

Bachelor of Arts in Business Administration, Indiana University Northwest