

Shane A. Lewis

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Professional Site: www.MrShaneLewis.com

Senior Product Manager, IT

HD Supply, Remote | October 2024 – Current

- Spearhead the development and maintenance of custom applications, ensuring alignment with business objectives and delivering exceptional value.
- Oversee the full lifecycle of applications, including feature development, data pipelines, APIs, and third-party solution integrations.
- Partner with cross-functional teams, including engineering, design, and analytics, to optimize the performance of enterprise platforms and customer-facing tools.
- Lead strategic planning efforts, prioritizing features and managing roadmaps to improve system efficiency and user experience.
- Act as a liaison between IT and business stakeholders, ensuring seamless collaboration and communication for the delivery of effective technical solutions.
- Successfully execute projects, implementing performance optimization strategies that enhance customer experience.
- Experience in managing and scaling support tools for global businesses, ensuring platform consistency while tailoring solutions for regional differences.

Senior Project Manager

Argano Consulting Firm, Remote | July 2022 – September 2023

- Led the implementation of SAP Integrated Business Planning (IBP) and managed large-scale enterprise projects, ensuring successful on-time and on-budget delivery.
- Defined product strategies and collaborated with cross-functional teams to identify project requirements, clarify prioritization, and manage dependencies.
- Managed product integrations and feature development, working closely with third-party solution providers and internal stakeholders.
- Delivered strategic solutions to improve client satisfaction, enhancing both customer and agent experiences in various regions.
- Balanced multiple projects simultaneously, fostering strong relationships with stakeholders to ensure optimal outcomes.

Program Manager, IT

Tech Data Corporation, Clearwater, FL | October 2015 – July 2022

- Led enterprise-wide IT projects, focusing on global systems integration, including member management tools and customer service platforms.
- Managed up to 9 projects at a time, focusing on delivering new technology to improve operations, supply chain, and customer service.
- Successfully navigated challenges and implemented technical solutions for high-pressure environments, ensuring project goals were met while exceeding stakeholder expectations.
- Specialized in SAP, Integrated Business Planning (IBP), and customer management tools, working closely with internal teams and third-party vendors.

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IT Operations Manager

Wright National Flood Insurance, Saint Petersburg, FL | 2010 – 2015

- Led IT operations, overseeing a team of 26 employees across the Help Desk and Operations departments, ensuring smooth technical support and systems performance.
- Managed critical projects, including the replacement of the company's ERP system and the development of its first mobile app, both completed on time and within budget.
- Led system upgrades in response to FEMA's yearly rule revisions, ensuring regulatory compliance and timely implementation.
- Directed cross-functional teams, collaborating with stakeholders to resolve technical issues, improve processes, and enhance the overall customer and agent experience.
- Provided weekly status reports to senior management and maintained relationships with internal and external stakeholders to support business operations.
- Delivered process improvements through the identification of trends, anticipating future requirements, and developing efficient operational solutions.

Key Skills:

- Product Management Leadership
- Enterprise Platform Management (Member Management, Customer Service Tools)
- Cross-Functional Collaboration (Engineering, Design, Analytics)
- Customer Experience Optimization
- SAP Integrated Business Planning (IBP)
- API and Data Pipeline Management
- Global Product Management & Multinational Business Strategy
- Roadmap Creation & Strategic Planning
- Third-Party Integrations
- Exceptional Communication Skills
- Organizational Leadership & Influence Without Authority
- Team Leadership & People Management