Nicholas W. Vertucci

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INDIVIDUALS and INTERACTIONS over Processes and Tools.
Helping to find the right problem to solve, and validate a winning solution.

Education

Technology Education   2011
State University at Oswego   Oswego, NY
- NYS Teacher Certified K-12 for Technology Education

Career

Product Manager   JUL 2016 - Present
Act as a mini CEO to help bridge gaps between software and personnel while   Accela
also identify and execute on key performance indicators, design marketing
campaigns, forecasting, and report P&L.

- Manage the Legislative Management Suite of products through their entire
  life cycle
- Develop the product roadmap based on data driven decisions to; articulate
  the unique value proposition based on a deep understanding of the product
  domain and customer requirements
- Create the goals that define the success of the product suite and build
  data-based cases to help apply actions to achieve such goals
- Collect and build standardized KPI targets to drive achievement of key metrics
  for the product suite across Accela
- Responsible for the overall business planning in a cross-functional
  environment from sales, support, marketing, engineering, and delivery
- Lead efforts to continually improve product, process, and people to better
  serve the product's fit in the market
- Orchestrate product execution with engineering team while collecting metrics
  to determine success/failure of each release
- Daily collaboration and communication while working closely with sales,
  support, CARE, engineering and delivery teams to make sure satisfaction and
  product goals are met

Product Consultant   JUN 2014 - JUL 2016
IQM2 was acquired by Accela, Inc. in JUNE of 2014. Acted as Product   Accela
Consultant/Owner within an Agile engineering environment.

- Understand the customer needs and engineer creative solutions that address
  technical and business requirements for government agencies

- Work closely with Product Management and Engineerng to architect technology solutions that meet the market needs
- Responsible for standardizing features that optimize the delivery of the software
- Write specification documents and compile release notifications for massive internal and external communication
- Document and train internal staff
- Define best practices and delivery standards to be used when implementing
- Track the adoption of the packaged solutions within Legislative Management and plan for iterations as needed on a 2-3 week engineering cycle

Product Analyst

FEB 2014 - JUN 2014
IQM2

Product Analyst for a governmental software startup allowing agencies of the private and public sectors to streamline their meeting management processes.

- Identify internal pitfalls and execute on key performance indicators in order to increase agency delivery rate
- Support and manage both agency delivery projects and streaming assets allowing agencies to LIVE stream meetings through the Civic Streaming application
- Research market value and prioritize/balance both the needs of customers and key stakeholders
- Communicate the product suite roadmap both internally and externally to create a clear vision and achieve key buy-in
- Introduced metric-driven decision making for escalation procedures and service level agreements

Product & Support Specialist

APR 2012 - FEB 2014
IQM2

Technical Product & Support implementation specialist for a governmental software startup allowing agencies of the private and public sectors to streamline their meeting management processes.

- Successfuly trained over 100+ agencies while addressing customizable needs, process analysis, and modernizing the meeting life cycle
- Created, maintained, and managed entire product suite techincal documentation knowledge base
- Managed and administrated customer support portal for direct customer assistance via phone and email ticketing platform (Zendesk)
- Executed QA testing procedures and managed test plan organization for iterative release cycles

Skills

Agile Development, Curriculum Planning & Design, Staff Development, Project Management, Product Management, Zendesk, JIRA, Confluence, Trello, Asana, Microsoft Suite, Visio

References available upon request

Linked in *https://www.linkedin.com/in/nickvertucci*