Wendy E. Sullivan

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SUMMARY

Product manager with 11 years of experience, architect on several client migration projects, and implementing product enhancements. In addition to my skills as a product manager, I have experience as a WordPress administrator, consultant for site builder applications, and author of HTML code for websites. I enjoy challenging work, and taking the time to understand problems and finding their solutions by blending my business perspective with my education and experience working with software developers.

EDUCATION

University of Massachusetts Lowell
Bachelor of Science Information Technology, Summa Cum Laude (Feb 2018)

Bentley University
Bachelor of Arts International Cultures and Economy (1998)
Vesalius College, Vrije Universiteit Brussels, Study Abroad Program

TECHNICAL SKILLS: Microsoft Office Suite, JIRA, Bootstrap, HTML, CSS, JavaScript

PROFESSIONAL EXPERIENCE

BLUE SHUTTERS WEB DESIGN, LLC
Web Designer (September 2018 - Present)
I offer flexible service packages to fit my clients and their businesses, and work with them to structure their sites to meet their current needs while leaving room to grow with their success.

- Perform administrative duties on an existing WordPress site, including establishing categories and tags then applying them to existing postings
- Create and host web sites; write and edit HTML code and CSS
- Redesign existing web sites, offering a fresh and updated look
- Create simple graphics such as favicons
- Provide initial set up and training for DIY builder sites

INTERCONTINENTAL EXCHANGE DATA SERVICES (INTERACTIVE DATA)
Product Manager, Web Products (2005 – December 2016)
Oversaw three product lines worth over $20 million in annual revenues, working directly with clients to ensure their success with the products for regulatory requirements.

- Executed complete product specification management, beginning with analysis and writing of initial specification for data content, functionality and look of the products, including prioritizing enhancements and delivery schedule; knowledge in third-party restrictions and billing implications
- Analyzed client usage, conducting demos, and being the subject matter expert for client calls, coordinated with sales staff to support closing negotiations and managing vendor relationships
- Liaised with the legal department reducing time in review by 30% for various marketing material, client advisories, and product documentation
- Leader of cross-functional teams to successfully execute the product end of life (EOL) for 2 products and 100+ clients and platform changes for 3 products and 100+ clients, minimizing disruption and maintaining customer accounts for the company
- Team Lead for Business Continuity and Disaster Recovery (BC/DR) program, providing critical insight into determining which product lines were essential to recover, and maintaining the team section in our BC/DR software

ADDITIONAL WORK EXPERIENCE

Supervisor, Client Services (2000 - 2005)

Provided customer support for 12 different product lines in a time-sensitive environment, serving an extensive customer base of global and regional banks.

- Participated in client visits to manage the client/vendor relationship and to look for new ways to meet their evolving needs. Educated clients on current data items and new product functionality
- Coordinated large projects for clients, and escalated any outstanding issues my staff encountered to the appropriate level
- Researched, tracked and resolved problems that stemmed from the product, or the delivery of the product
- Supervised a team of support specialists, establishing team goals, developing individual objectives to meet business needs

STATE STREET CORPORATION

Mutual Fund Accountant (1999 – 2000)

Responsible for calculating the daily NAV for five different types of Mutual Funds.

- Booked trades, collected income due the fund, and made distributions out of the fund as necessary
- Responsible for ensuring timely and accurate trade settlements and wire transfers
- Provided documentation on the justification of a large variance in a NAV

LIBERTY FINANCIAL COMPANIES (1998 – 1999)

Retirement Plans Customer Service Representative

Established new IRA, Roth IRA, Educational IRA, SEP IRAs, and 403B accounts.

- Performed routine maintenance to accounts, including posting deposits
- Participated in Y2K testing environment
- Worked with the account holder or listed Financial Planner to calculate the required distributions