

PHIL HAVLIK

Senior Product Manager

philhavlik@outlook.com
+1 (303) 775-3070
linkedin.com/in/phavlik
Westfield, IN

PROFESSIONAL SUMMARY

Technology-focused product manager with experience in customer relations, strategic planning, and defining a product vision. Collaborates closely with external and internal stakeholders and agile scrum teams to return proven product value. Highly skilled in technical implementation and training management.

EXPERIENCE

Product Manager

Feb 2023 – Present

WCG · Indianapolis, IN

- ▶ Assess customer needs and develop strategic product roadmap planning.
- ▶ Continuous product roadmap planning and revision through experimentation, evaluation, and analysis of stakeholder data and feedback.
- ▶ Guide three cross-functional scrum teams throughout the agile product development process, overseeing prioritization, refinement, UX/UI design, engineering, quality assurance, and data analysis.
- ▶ Develop design documentation and deliver presentations showcasing new content, features, and initiatives.

Training Manager

Feb 2021 – Jan 2023

Celigo · Remote / San Mateo, CA

- ▶ Expanded eLearning development at Celigo University, utilizing Storyline and Camtasia.
- ▶ Crafted more than 20 new policy and procedure documents to enhance team coherence.
- ▶ Recruited, supervised, and guided a team of nine designers, specialists, and coordinators within Learning and Enablement.
- ▶ Enhanced enablement initiatives via instructor-led workshops, presentations, and engaging, interactive activities for internal and external stakeholders.

Technical Implementation Manager

Sep 2019 – Feb 2021

RL Datix · Carmel, IN

- ▶ Collaborated with client technical personnel to implement Active Directory and SSO connections.
- ▶ Fostered strong client relationships by conducting weekly training and consultation sessions.
- ▶ Conducted ongoing instructor-led product training sessions to onboard and empower Site Administrators and end users.

Training and Development Manager

Feb 2019 – Aug 2019

Springbuk · Indianapolis, IN

- ▶ Enhanced Springbuk University by revamping and creating new courses aimed at fostering employee training and advancement.
- ▶ Created instructional materials covering technical, professional, and leadership development, including video content and technical documentation.
- ▶ Designed instructor-led technical training sessions and provided professional coaching in classroom settings and webinars.

Learning Center and Support Manager

Feb 2015 – Feb 2019

PolicyStat · Indianapolis, IN

- ▶ Expanded the PolicyStat Learning Center as a central hub for product training and technical documentation.
- ▶ Developed and managed more than 80 eLearning modules tailored to train users on every aspect of the product.

- ▶ Guided the customer support team to achieve a satisfaction rating exceeding 95% by efficiently addressing technical issues.
- ▶ Streamlined monthly client outreach efforts through newsletters, webinars, blogs, and product demonstrations.

E D U C A T I O N

MA in Information and Learning Technologies

2007 – 2009

University of Colorado – Denver · Denver, CO

BSE – Special Education

1997 – 2001

University of Wisconsin – Whitewater · Whitewater, WI

C E R T I F I C A T I O N S

- ▶ Certified Project Manager — Assoc. of International Project Management and Marketing, Nov. 2024 (Does Not Expire)

N O T A B L E S K I L L S

Management: Leadership and Collaborative Teamwork; Product and Project Management

Strategy: Strategic Vision for Roadmap Development and Refinement; Customer-Centric Design Focus

Analytics: Design Skills Informed by Data Analysis, Metrics, and Objective Setting; Sharp Problem-Solving

Methodology: Agile, Scrum, and Waterfall; Startup and Corporate Settings