

# Brendan Gawronski

## Product Manager & Business Analyst

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### Employment

#### **S&P Global | Formerly IHS Markit, Markit via mergers | 2015 – Present**

- Product Manager
- Business Analyst
- Operations Manager
- Operations Analyst

#### **Allen Americans Hockey Club | 2013 – 2015**

- Account Executive Sales & Service

### Platforms & Productivity

- **Office Platforms:** Microsoft Office Suite, Google Suite
- **Project Tools:** Azure Dev Ops
- **Data Visualization:** Power BI, Tableau
- **Communication:** Zoom, Teams, Discord
- **Data Analysis:** Python, R, SQL

### Skills

- Data Visualization
- Creative and Strategic Problem Solving
- Data Solutions/Automation
- Project Management
- Customer Service
- Business Strategy

### Education & Certifications

**Bachelor of Business – Marketing**  
Sam Houston State University – 2013

**Professional Scrum Product Owner I (PSPO I)**

### Volunteering

Camp El Tesoro de la Vida – 2010-Present

### Product & Data

- Led production of 3 data efficiency projects, creating new business operation insights, and resulted in an average of 1600 work hours saved per month by operations analysts.
- Maintained project reporting and dashboards to track KPI's, and other value creation.
- Wrote user stories and product documentation - requirements, release notes, and training materials.
- Ran daily, monthly, and quarterly reporting as Operations Manager. Reports ranged from daily analyst operational needs to monthly client billing.

### Communication

- Maintained communication networks by bridging the gap between subject matter experts, users, the development team, and key stakeholders. Successful communication and delivery led to 50% increase in development funding, and 100% increase in potential new projects and solutions.
- Created PowerPoint slide decks to present new project initiatives, and provide updates for ongoing initiatives to internal stakeholders, and large internal audiences (500+ people).
- Hosted product training and office hours to create open feedback channels during project testing and project adoption. Improvements in feedback and gamification of adoption goals led to 50% increase in adoption.
- Designed ticketing system processes to keep an open communication channel, track ongoing issues, and upcoming events with our development team. This system provided clear task priority, and eased directing pending items into the appropriate queue in an async, remote work environment.

### Leadership

- Direct report for 10 concurrent people as Operations Manager. Coached 6 associates to be team leads in their subsequent positions.
- Acted as main point of contact for client meetings and escalations for the department's largest client by volume.
- Mentor a cabin of 9-year-old boys for a week, during each year of volunteering with Camp El Tesoro de la Vida.