

Brandon Fleisher

Product Management Leader

Software product management professional passionate about innovating new product ideas. Data-driven decision maker that prioritizes customer users to solve their problem statements while delivering upon metrics and results.



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PRODUCT MANAGEMENT EXPERIENCE

Senior Product Manager: AI & Omnichannel TTEC, Inc.

11/2017 – 04/2020 Denver, CO
Contact Center platform for hyper-growth to F500 enterprises to improve CX

Achievements/Tasks

- Launched four new products to improve customer experience within a contact center environment
- Metrics demonstrated: AHT (average handle time) decreased by 11%, FCR (first contact resolution) improved by 5%, NPS (net promoter score) increased by 5%, speed to proficiency gained by over 20%, agent productivity increased by over 15%

Product Management - Reach Engine Levels Beyond

04/2016 – 11/2017 Denver, CO
SaaS platform for media asset management within Media & Entertainment

Achievements/Tasks

- Designed and launched Blueprint - a platform for Production Managers to plan and manage the assets required to complete an episodic, feature film, or live event. [🔗](#)
- Achieved time to market for GA (general availability) within one year from product conception piloting with Warner Bros, Disney, Amazon

Vice President, Product Innovation DHI Group, Inc.

08/2014 – 03/2016 Denver, CO
Software to help connect healthcare employers with professionals to fill full-time and temporary employment

Achievements/Tasks

- Germinated six new products in addition to completely overhauling the B2C website for Health eCareers within one and a half years [🔗](#)

Director, Product / Program Management Comverge, Inc.

12/2009 – 08/2014 Denver, CO
Enterprise SaaS platform integrated with IoT hardware to power Demand Response energy efficiency programs in "Green Tech" industry

Achievements/Tasks

- Managed a \$27M program with over 60% margins in South Africa including localized software platform [🔗](#)

Director, Product Management eCollege, Inc.

03/2002 – 07/2006 Denver, CO
Enterprise SaaS platform powering the administration and courseware for online universities and high schools

Achievements/Tasks

- Created five new products for eCollege helping to double company revenues to over \$120M in four years [🔗](#)

ACHIEVEMENTS

U.S. patent holder

U.S. patent #8429112 B2: Goal based system utilizing a table based architecture

SKILLS

Product Management	●	●	●	●	●
Innovation	●	●	●	●	●
Program Management	●	●	●	●	●
Strategy	●	●	●	●	○
Executive Leadership	●	●	●	●	○
Change Management	●	●	●	●	●
Business Simulation	●	●	●	●	●
P&L	●	●	●	●	○
Global Operations	●	●	●	●	○

ADDITIONAL WORK EXPERIENCE

Change Management Manager, Accenture

- Started Indeliq, a \$100M business simulation subsidiary of Accenture
- Industry experiences: Communications, Financial Services, Data Storage, Retail, Consulting

Vice President, Regis Learning Solutions

- Led engagements for Regis clients (most notably Ernst & Young) increasing sales by \$1M and developing 9 simulation learning environments deployed globally

Global Operations Manager, Harris Corporation

- Implemented global project management processes and tools for Harris Corporation's Professional Services organization, improving efficiency over 30% and reducing costs by 12% within the first year of deployment

eLearning Manager, Level(3) Communications

- Led a global team deploying an enterprise Learning & Knowledge Management System for >5,000 employees

EDUCATION

Masters: Institute for the Learning Sciences
Northwestern University

Bachelors: Business and Economics
Skidmore College

Portfolio Product Management (B2B & B2B2C)
Proficientz, Inc.