

James S. Ewing

Product Manager. Business Analyst. Web Developer.

james@jsewing.com • [LinkedIn](#) • [jsewing.com](#)

972.832.8467 • Long Beach, CA 90755

PROFESSIONAL EXPERIENCE

PRODUCT MANAGER/BUSINESS ANALYST | RIA FINANCIAL • Buena Park, CA • 5/2019 - present

A leading global money transfer company with 385,000 locations in 160 countries worldwide.

- Gather, analyze and document product and business requirements with customer and stakeholder interviews. Prepare PRD's and mockups. Present to technical, business and design teams. Plan rollout and MVPs.
- Drive process improvements and define resolution plans using data analysis and KPIs. Brought three stalled products back into development by improving interdepartmental communications.
- Develop large-scale backend systems that support a variety of customer facing applications. Cut approval time for activations in half by designing new onboarding system to process applications.
- Work directly with development and support teams to ensure comprehensive and seamless rollout of new features. Improved timeline for department UAT to full production launch by three weeks.
- Report on projects' status and manage escalation procedures as needed.

WEB DIRECTOR | CELTIS VENTURES INC. • Redondo Beach, CA • 5/2016 - 5/2019

A full-service marketing, advertising, communications engagement and end-to-end brand management firm.

- Identified and planned web product opportunities. Conducted discovery meetings using data analytics and success metrics to evaluate risks for stakeholders. Oversaw all stages of web development and assisted in coding, UX Wireframes and UI Mockups. Tripled client base and expanded markets to three more states.
- Organized timelines, backlogs and budgets while coordinating specs with design, marketing and development teams. Doubled campaign and product rollouts for new and existing clients.

OFFICE MANAGER | DIGITAL INSTALLERS INC. • Long Beach, CA • 5/2012 - 8/2015

State of the art audio and video design, service and installation business in operating throughout Southern California.

- Organized project scopes, budget, scheduling and workflow, adjusting resources to ensure project success and completion. Prioritized tasks to improve productivity and averaged an additional company project a week.
- Managed web operations and social media accounts. Designed graphic and visual ad materials, wrote blog posts and email blasts. New digital marketing efforts brought top placement for Audio/Video on Google SERP.

EDUCATION & TRAINING

WEB DEVELOPMENT IMMERSIVE PROFESSIONAL DIPLOMA • Los Angeles, CA • 2015

General Assembly Web Development Immersive Program

ASSOCIATES OF ARTS DEGREE BUSINESS ADMINISTRATION • Dallas, TX • 2010

University of Phoenix

ADDITIONAL ACHIEVEMENTS

NEWIRE WEBS | Owner, Designer, Developer • Long Beach, CA • 2015 - Present

Web and graphic design and development services for business in California, Texas, and New York...

- Web development projects including new site design or existing site enhancements across service, sales, and production industries. Development includes non-profit assistance with new business plan, brand and graphic design and website development (Artists and Musicians in Recovery – Signature Event ([artsrecovery.org](#)) and The Phoenix ([thephoenix.org](#)))

PROFICIENCIES AND INTERESTS

HTML, CSS, JavaScript, jQuery, Node.js, PHP, MySQL, SQL Server, Git/Github, UI/UX Design, Responsive Design, Adobe Illustrator and Photoshop, Agile Methodologies, SDLC, Wordpress, SEM/SEO, Analytics & Adwords Certified, Site Speed Optimization, WCAG, Graphic Design, Microsoft Office Suite, Trello, Smartsheet, Basecamp