

MICHAEL DERRIG

Customer Experience, Product Management

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Professional Summary

A creative thinker that is **passionate about creating excellent products and customer experiences**. Leveraged communication skills to efficiently manage projects and provide relevant information to **key stakeholders across the globe**. With a startup background, able to thrive in dynamic work environments and align to the goals of the company.

Experience

April 2017 - September 2018 - Owners.com

Owners.com is the consumer real estate division of Altisource, focused on leveraging their affiliate businesses to add value, better customer experience, and increasing per transaction profit.

2018 - Senior Manager, Customer Experience

- Mapped customer journey complete with realtime conversion data
- Launched the first consumer real estate bundle product in 8 states
- Directly owned Customer Experience Management for the Owners.com business unit
- Improved company NPS score from -1 to 48 through a customer centric approach
- Leveraged OKR framework and Test and Learn philosophy to guide business improvements
- Managed relationships with affiliate businesses, including executive reporting

2017 - Head of Gaming and Creative Content

- Created gamification strategies for real estate agents
- Managed a creative team focused on producing non-traditional training materials
- Added usability enhancements to the Owners.com mobile app
- Nominated for Innovation in Training award at Docebo Inspire
- Produced promotional advertising for Owners.com technology

July 2008 - February 2017 - You42 Entertainment / Kiz Studios

You42 is a digital music and entertainment platform for artists to share and monetize their work. It is a division of Kiz Studios, developer and publisher of mobile games.

2016 - Product Manager / Operations Coordinator

- Created detailed process documentation outlining product development
- Managed revenue and expense tracking, reporting, and invoicing
- Facilitated communication between multiple studios and company divisions

2014 - Business Development

- Lead onsite investor relations, including tours and product demos
- Managed vendor relationship for product translation & oversaw deliverables
- Managed conference exhibitions, including logistics and travel
- Established company functions, charity events, and promoted positive culture
- Represented the company globally at conferences, tech demos, and press events

2012 - Technical Art Director

- Orchestrated pipeline development focusing on artistic and technical efficiency
- Facilitated communication between technical and creative staff
- Assisted developers by coding custom shaders in the CG language

2008 - Lead Lighting & Texturing Artist

- Hired and lead the 8 member team that created the textures for KizPlanet MMO
- Textured and lit assets/environments for cinematics and commercials

Education

2008 - Savannah College of Art and Design - Bachelor of Fine Arts: Visual Effects

- Field of study included 3D Modeling, Rendering, Compositing, and Digital Art
- Graduated Cum Laude with a 3.9 GPA
- Awarded Combined Academic & Portfolio Merit Scholarship

Qualifications

- Experienced at connecting customer feedback with operational systems to improve customer satisfaction
- Managed multiple teams simultaneously developing multiple products
- Highly adept at working with cross-functional team structures
- Strategic mindset combining creativity with data driven decision making

Launched Products

- 2018 - *The Owners.com Bundle* (Service)
- 2016 - *Little Bigfoot* (iOS, Android)
- 2016 - *Dash Galactic* (iOS, Android)
- 2015 - *Trans-Galactic Tournament* (Playstation)
- 2014 - *Might & Mayhem* (iOS, Android)
- 2013 - *Mix a Muck!* (iOS, Android)
- 2012 - *Critter Escape!* (iOS, Android)
- 2011 - *The Muck Wars* (Web Based)

Software Knowledge

Autodesk Maya	Google GSuite
Adobe Photoshop	Lucid Chart
Adobe Illustrator	Slack
Adobe Premiere	Trello
Adobe After Effects	Tableau Analytics
Microsoft Office	ProofHQ

Core Skills

OKR Methodology	Test and Learn
Team Leadership	Research
Time Management	Market Strategy
Presentation	P&L Tracking
Multitasking	Client Relations
Organization	Detail-Oriented
Clear Writing	Troubleshooting
Oral Communication	Self-Starting

Digital Skills

3D Modeling	Graphic Design
Texturing	Video Editing
Rendering	Photography
Compositing	Videography