**LANCE STOKES**

**Fort Lauderdale, FL**

**407-493-8531 |** stokeslance@gmail.com

**Work Experience**

**ADP** *Miami, FL*

*Product Manager Sept 2024 – Present*

* Managing the primary development team that is responsible for managing the sales side of the ADP benefits platform, which includes prioritizing the backlog and any pending projects, refining items with the development team and scrum master, overseeing deployments, and demoing finished stories and bugs to stakeholders and leadership.
* Collaborating with sales specialists, business analysts, implementation consultants, and other stakeholders to understand gaps within the platform and documenting these as features and stories within JIRA.
* Testing all sides of the ADP benefits portal to identify bugs and potential improvements, including the platform for sales, open enrollment, and the year-round benefits roster that clients refer to in order to access information about their employee’s benefit enrollments.
* Perform discovery around potential new features in advance of each new fiscal year with supporting project briefs that detail the objective of each new product or area of improvement, who the main stakeholders are, the timeline for the project including defined deadlines, and metrics.
* Meet with other development teams to determine dependencies, gain feedback on development in the current iteration, or discuss any deployments that could potentially have downstream impact on other teams.

**PlanSource** *Orlando, FL*

*Product Owner Nov 2019 – Sept 2024*

* Collaborate with clients, third parties, engineers, and Product Managers to gather and define requirements. Once these are established, document the requirements into user stories. This includes testing within the platform to discover potential bugs that will need to be documented and delegated to developers.
* Manage two teams of developers with daily scrum/standup, assigning tasks such as developing user stories, correcting bugs, or performing research and analysis on requests that are documented in spikes.
* Communicate progress on commitments with leadership via standup, metrics, and sprint reviews wherein developments are shown off to answer any inquiries or questions related to any new development and its impact on the product, as well as its connectivity with integrators. Teams develop for API and EDI, as well as the core platform, anticipating any feedback that will aid in improving connectivity with partners.
* Document new features in release notes that are sent out to the organization, as well as external parties, for each major and minor release that is deployed for our product.
* As a result of different processes and methodologies being adopted by separate development teams and portfolios, I have gained experience in Agile, Waterfall, and Kanban/Scrum processes. This also entails experience in Microsoft Azure, JIRA, Confluence, Salesforce, and GitLab.

**Eposnow, LLC** *Orlando, FL*

*Implementation Manager* *Oct 2017 – Nov 2019*

* Oversight of implementation specialists and their respective projects, tracking progress of each team member's projects, our overall metrics, and serving as Subject Matter Expert (SME) for the implementation process.
* Provided remote technical support to a client base of over 30,000 accounts. Developed familiarity with third-party ecommerce and accounting software, such as Quickbooks and Shopify, to be able to integrate with the Eposnow platform. Generated sales through selling equipment and system applications to existing customers.
* Tasked with debugging persisting issues in the proprietary software and Windows operating systems, as well as maintaining customers’ accounts in internal Salesforce servers. This would often involve troubleshooting any hardware peripherals to ensure full functionality.
* Assisted new customers with initializing their point of sale system and helping them understand the functionality of the platform, which included installing and initializing hardware, inputting inventory, programming necessary reports, and ensuring initial system use success.

**Alight Solutions, LLC** *Orlando, FL*

*Customer Care Representative* *Nov 2016 – Sept 2017*

* Independently managed high-volume phone operations to resolve issues regarding retirement savings accounts for employees of multiple high-profile clients, including DXC Technology, MetLife, Schlumberger, and Dole Food Company.
* Timely solved complex benefits issues to guarantee plan participants’ financial security.
* Processed payments, rollovers, investment elections, and other similar requests to achieve participant goals regarding their retirement funds, including providing specialized assistance during financial hardships.

**McCalla Raymer Leibert Pierce, LLC** *Orlando, FL*

*Litigation Fee Specialist* *Mar 2015- Oct 2016*

* Processed client payments for foreclosure cases to the respective attorney. This required case file review, interpreting attorney notes and requirements, and submitting billing requests directly to clientele.

**Skills**

* Agile & Waterfall Methodologies
* Product Discovery
* Requirements Gathering and Analysis
* Strategic Partnerships
* Business Analytics
* Customer Relationship Management
* Wireframing (Figma)
* Microsoft Azure
* Atlassian Suite (JIRA, Confluence)
* Microsoft Suite
* Adobe Suite

**Education**

**Valencia Community College** -*Orlando, FL*

*Associate Degree* - *May 2015*