Jennifer Thomson

Costa Rica | (425) 343-6737 | jen@dwserver.com | www.linkedin.com/in/thomsontechnologyventures

Profile

Jennifer Thomson is a seasoned product owner dedicated to helping organizations uncover and enhance products and services that resonate with and provide value to their customers. With over a decade of experience in product development at a Fortune 100 company, Jennifer has consistently delivered top-tier solutions across billing and payment platforms, and insurance products. Certified in both Scrum Product Ownership (CSPO) and Business Analysis (CBAP), Jennifer uses her ability in customer experience, risk management, and business development to navigate teams through uncertainty and drive innovation. She is deeply passionate about crafting compelling narratives that spotlight the right opportunities, fostering innovative thinking, and unveiling features and products with a lasting, positive impact.

Experience

LEAD DIRECTOR OF DIGITAL PRODUCT MANAGEMENT | CVS HEALTH | 2024 - PRESENT

· Influences the strategic direction of automating pharmaceutical rebate forecasting
· Scaled numerous engineering teams to prepare for internal market expansion, additional users and use cases
· Leveraging datasets to explore AI application and data models

PRODUCT OWNER III | SOLARIA INNOVATION LAB | LIBERTY MUTUAL | 2021 - 2023

Guided the strategic decisions of a new, fully digital auto insurance offering.

· Achieved 100X market growth by expanding to six more states and adding many third-party integrations (e.g., The Zebra, Insurify).
· Positioned the product for nationwide scaling and a potential $2B of annual revenue, while keeping industry-leading customer net promoter scores.
· Created tailored frontend UI experiences based on B2C and B2B use cases.
· Automated test tools by leveraging TestRails and Datadog.
· Launched a unique UI experience that allows customers to document odometer mileage data using photos from their native camera app.
· Implemented a new billing system by early 2024.

PRODUCT OWNER II | FINANCIAL SYSTEMS | LIBERTY MUTUAL | 2016 - 2021

· Implemented $21M in annual organizational value with software solutions.
· Received the President's Award, the highest honor awarded in the U.S.
· Modernized monolithic batch services and architecture into a microservice architecture, using SOAP and REST APIs, and transitioned from on-premises servers to the Cloud.
· Increased online account usage by customers from 2 to 6%, and increased paperless adoption from 4 to 25%, saving $8-11M in expenses annually.
· Sunset a failing batch process in SharePoint, that was used to communicate data to a vendor, to a more reliable and efficient process using asynchronous APIs.
· Received zero state audit requests and minimized existing escalations while managing the compliance project portfolio on behalf of the department.
· Evangelized a portfolio prioritization method across the department, making prioritization more efficient and improving stakeholder happiness.

PRINCIPAL BUSINESS SYSTEM ANALYST | BILLING | LIBERTY MUTUAL | 2012 - 2016

· Saved $20M annually in expenses from projects that were implemented.
· Recognized 3X as a 'Top 10%' performer within the company.
· Led the enterprise platform modernization efforts of billing and payment systems between the Liberty Mutual and Safeco Insurance brands.

QUALITY ASSURANCE DIRECTOR | CLAIMS SERVICE | LIBERTY MUTUAL | 2010 - 2011

· Implemented a new program that improved the quality of service by 6%.
· Reduced evaluation dispute volume from 20% to less than 1%.
· Tightened calibration amongst quality assurance auditors.

Education

· Scrum Alliance, Certified Scrum Product Owner (CSPO), 2021-2024
· Jeff Patton & Associates, Participant in Passionate Product Leader Workshop, 2020
· Appreciative Inquiry Commons, Participant of The Power of Appreciative Inquiry, 2018
· Accenture, Participant of Product Owner Essentials Workshop, 2017
· Solutions IQ, Participant of Agile Boot Camp, 2016
· International Institute of Business Analysis, Certified Business Analysis Professional (CBAP), 2014
· University of Washington, Certificate of Business Analysis, 2012
· University of Washington, Bachelor of Arts, Business Management & Administration, 2006

Professional

· International Consortium for Agile, Reviewing member of Product Owner Practitioner course, 2022
· Interaction Agility, Co-Facilitator for a Story Mapping Workshop, 2021
· Columbia University, Co-Facilitator of an Agile Learning Research Study, 2020
· Agile Open Northwest, Speaker in Open Space Event, 2020
· Global Scrum Gathering, Speaker in Open Space Event, 2019

Skills & Abilities

· Communication
· Feature Prioritization
· Leadership
· Portfolio Management
· Agile: Scrum, LeSS, Nexus, Kanban, SAFe

· Problem-Solving
· Product Development
· Tech Start-Up
· Tools: Jira Software, Confluence

Activities and Interests

Volunteering, Reading, Writing, Traveling