

# Nicholas S. Estibar

Product Manager with a background supporting teamwork and organizational planning. Years of experience in developing customer relationships. Skilled communicator looking to leverage techniques in Agile methodologies, user acceptance testing, data visualization and understanding product lifecycles.

## Projects

### *CareerFoundry Product Management Program*

**Task:** A photo-sharing app facing was decline and I was tasked with developing a plan to increase user engagement and interest back into it.

- Interpreting data and understanding our target market, market competitors and consumer behaviors to develop a problem statement and solution towards our objective.
- Integrate design reiterations based on user feedback and user testing.
- Design a product roadmap following the Agile philosophy using the Scrum framework on how to prioritize backlog and complete tasks in an efficient manner.
- Develop a product requirements document with pertinent information, timeline and budget to make sure stakeholders are aligned.

## Work Experience

### *Internal Revenue Service – Remote: Portland, Oregon (Dec 2020 - Present\*)*

#### **Contact Service Representative**

- On-Job-Instructor, plan out lessons and teach new hires how to use IRS databases and tools effectively through lecture-based presentations and side-by-side assistance during live taxpayer calls so they can be ready certified representatives for the IRS.
- Call site duties – Conduct live communication with taxpayers and problem solve their inquiries which include fixing account issues for individual returns, refunds, and balance due inquiries and educating taxpayers on the tax law in a time sensitive manner.
- Maintain quality customer service and meet client expectations. Work backlogged inventory cases and communicate with multiple IRS units to resolve complex issues within timeframes. Transcribe taxpayer issues and resolutions on their accounts once finished with each case at the average rate of 20-30 cases a day.

### *Philippine Television Network: Manila, Philippines (June 2019 – June 2020)*

#### **Segment Host**

- Speaker for iSkoolmates segment for a government funded TV station, PTV4 (Philippine Television Network).
- Create content and generate thought provoking questions for interviews in student-oriented topics to provide a platform for teens to empower their free thinking and increase social awareness.
- Reach thousands of viewers covering current events through interviews and discussions on relevant issues impacting their life through television broadcast and social media platforms.

### *Mary Mediatrix Care Home: Portland, Oregon (Sep 2016 – June 2018)*

#### **Caregiver**

- Design care plans and provide care to elderly and disabled in assisted daily living activities based on their needs so their schedule can be organized.
- Daily, log records in MAR (Medication Administration Record) and document medicine taken and patient behavior with appropriate medical coding and terminology for doctors and case managers to reference.
- Schedule appointments and coordinate with medical professionals to provide appropriate care pre-operation and post-operation.

## Education

### **CareerFoundry – Certificate in Product Management – Completed June 2024 ♦ Virtual**

Intensive online training program on Product Management: Product development, product roadmaps and lifecycles

### **Portland State University – Graduated June 2018 ♦ Portland, Oregon**

*Bachelor of Science Business Marketing*

Certificate in Athletic and Outdoor Industries

## Tools/Skills

### Tools:

- Microsoft Office Applications, Teams, Outlook
- Adobe Applications
- Miro
- Figma
- SurveyMonkey
- Google Apps

### Skills:

- Competitive Analysis
- Product Requirements
- User-Flow Mapping
- Risk Management
- Prototyping and Testing
- Research
- Interviews and Surveys
- Team Building
- Content and Design Strategy