

# Isaac Pruden, Program Manager

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## PROFILE

Detail-driven program and project manager with 8+ years experience working in the marketing and design field in both executing and managing projects and programs end-to-end.

## EMPLOYMENT HISTORY

May 2024 — Present	<b>Sr. Program Manager, Amazon</b>	Seattle, WA
<ul style="list-style-type: none"><li>Organized user testing and feedback mechanisms and ensured feature prioritization to streamline internal marketing tools to the benefit of users while simplifying overarching internal tool landscape</li><li>Utilized Agile and Waterfall methodologies to ensure project deliverables were met within set timelines</li><li>Developed and implemented change management processes to ensure successful collaboration for project and program deliverables across technical and non-technical teams</li><li>Dove deep with internal marketing tool users to understand their workflows and evolve internal tool features to pave the way for improved onsite image quality</li></ul>		
Feb 2021 — Apr 2024	<b>Program Manager, Amazon</b>	
<ul style="list-style-type: none"><li>Program and product managed the development of an internal style guide repository tool that had visual user features as well as connections with internal image asset assembly tools</li><li>Worked across 20+ global marketplaces to centralize graphic production and deal and gifting event image asset preparation for 6+ high velocity shopping events year over year</li><li>Analyzed existing marketing systems and tools to identify bottlenecks and downstream impacts to team and organizational goals year over year</li></ul>		
Jan 2020 — Jan 2021	<b>Design Producer, Amazon</b>	Seattle, WA
<ul style="list-style-type: none"><li>Created programmatic systems across partner teams to ensure the build of global event style guides for on and offsite graphic design. These systems involved end-to-end project scheduling and ensuring deliverables as well as iterating after each project to ensure improvement and scalability.</li><li>Worked side by side with automation production teams to ensure adoption of tools to streamline the graphic production process.</li></ul>		
Aug 2017 — Jan 2020	<b>Visual Designer, Amazon</b>	Seattle, WA
<ul style="list-style-type: none"><li>Executed high volume graphic requests for 5 high-velocity deals and gifting events.</li><li>Built and collaborated on 10-20 customer-facing style guides a year 2018-2019.</li><li>Worked on the building team for the 2019 Amazon Holiday Toy Book for Mexico</li><li>Trained global designers and monitored QA processes.</li></ul>		

## EDUCATION

Aug 2011 — Dec 2015	<b>Bachelor's of Science in Graphic &amp; Web Design, John Brown University</b>	Siloam Springs, AR
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## SKILLS

Global communication and collaboroation	Design quality assurance
Program and project management	Asana
Adobe Creative Suite	Tool user training and adoption
Microsoft Office	Intake management
Technical and non-technical collaboration	UX/UI & workflow assessment and creation

## COURSES

Oct 2019	<b>ACE/Lean Six Sigma, Amazon</b>
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## HOBBIES

Photography, Writing, RTTPGs, Escape Rooms, Board games, Video Games, and watching so many horror movies that I developed an slight ability to lucid dream so I could escape my nightmares.