

# Travis Bennett

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I am a career professional with 5+ years experience as a Product Manager/Product Owner dual-role interacting with clients and internal teams regularly. I also have 15+ years of experience dealing with all parts of the business including: Operations, Technology, Marketing, Sales, Logistics, Training & Development, and Leadership.

## Experience

Roadside Protect - Itasca, IL

### *Team Lead*

MAR 2024 - PRESENT

- ★ Leadership position that oversees daily operations of the dispatch center and adjusts based on call volume and agents on hand for better logistical results.
- ★ Manages around 20 agents and their growth and development based on agent experience and the needs of the business.

### *Dispatcher*

OCT 2023 - MAR 2024

- ★ Assist civilians and FMC fleet vehicles with Roadside Assistance calls and dispatch the necessary motor club services for consumer and commercial vehicles.
- ★ Assist fleet drivers with securing mechanical services and proficient in Mechanical Incident Management System (MIMS).

Riverside Insights - Itasca, IL

### *Product Manager/Product Owner - Clinical Platform*

OCT 2018 - MAY 2023

- ★ Using Agile and Scrum, oversaw the completion and release of multiple SaaS products and platforms.
- ★ Created user stories, roadmaps, and mockups based on internal and external stakeholder feedback.
- ★ Utilized quantitative and qualitative data to make positive business decisions.

### *Technical Support Specialist*

SEP 2016 - OCT 2018

- ★ Provided white glove level service to tech support and customer service requests by phone, email and chat for 10 different educational products.
- ★ Exceeded all tracked performance measures.

Tri-Com Central Dispatch - St. Charles, IL

### *911 Dispatcher*

OCT 2015 - AUG 2016

- ★ Rotated between 3 positions daily: call taker, police dispatch, and fire/EMS dispatch.
- ★ All 3 positions worked closely as a team toward a specific goal every call.
- ★ Prioritized tasks and information while monitoring multiple radio channels (5+).

Retail - Multiple Locations

SEP 2005 - AUG 2016

- ★ 10+ years of retail experience including: Store Manager/ASM, Customer Service, Operations, Tech Services, Sales, Print & Design Services, Logistics

## Education

Elgin Community College - Elgin, IL

### *A.A Degree - Music Theory/Surgical Tech*

SEP 2009 - MAY 2011

- ★ Earned my degree with honors while working full-time.
- ★ Obtained relevant work experience in place of a bachelor's degree.

## Proficiencies

JIRA - Tableau - Netsuite/Salesforce/Zendesk/Figma/Adobe XD/Zeplin - OBS Studio  
Sony Music Studio - Photoshop/Procreate - iMovie

Leadership ~ Teamwork ~ Customer Service ~ Problem Solver ~ Critical Thinking