

SHELLY SATURNÉ

Boston, MA | (808) 452.8585 | | ShellySaturne@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Certified Technical Business/Product Analyst with 10+ years of hands-on experience leveraging agile project management best practices, spearheading software development life cycles, and driving product design initiatives for healthcare and digital marketing organizations. Transformational leader cultivating strategic, multi stakeholder partnerships and directing diverse cross-functional teams to simplify product strategy, accelerate market share, and design exceptional client-focused solutions. Track record of leading technology integrations and delivering high-quality software applications that support business objectives and positively impact end-users.

CORE SKILLS

Product Strategy | Business Development | Product Management | Strategic Planning | Customer Needs Assessment | Project Management | Requirement Gathering | Data Analysis & Insight | Agile & Scrum | Stakeholder Partnership | Product Launches | Training & Development | Process Improvements | Relationship Management | Team Development | Market & Competitive Analysis | Data Visualization | UAT Testing | Quality Assurance Testing

PROFESSIONAL EXPERIENCE

Klaviyo • Boston, MA • Oct 2016 – Present

SENIOR PRODUCT EXPERT • MAY 2020 – PRESENT

PRODUCT EXPERT • OCT 2016 – MAY 2020

Promoted to a senior-level role for showcasing outstanding delivery of product support to customers through diverse channels, adeptly analyzed and problem-solved technical inquiries, resolving software challenges, and providing considerate communication while offering guidance on digital marketing and deliverability topics.

Key Accomplishments:

- Garnered **\$425M+** in owned revenue from **2.7B** email blasts sent out to **120K+** consumers during 2022 Black Friday and Cyber Monday.
- Supported enterprise clients with **\$10K+** MRR daily in assessing accounts, streamlining complicated analytics and reports, identifying discrepancies, integrating with third-party platforms, A/B testing campaigns and forms, and generating innovative solutions.
- Recommended project management best practices with emphasis on career development and growth.
- Conducted **5+** employee interviews and obtained management approval through insightful presentation of research outcomes and conclusions.
- Led business process improvement projects, including SaaS training for **10+** employees on digital marketing, and formulated **10+** internal documents on business processes and procedures.
- Strengthened product development communication to include upcoming changes, feature releases, and bugs.
- Exceeded expectations by coaching teams to lead change and deliver impactful solutions within 2 months.
- Liaised with product and engineering teams to assess and deploy most significant bug fixes and feature requests while serving as Account & Billing SME.

PowerAdvocate • Boston, MA • Jan 2014 – Mar 2016

PRODUCT SUPPORT SPECIALIST

Interfaced with multiple clients in various industries to ensure timely submission of RFI, RFP, and RFQ for government contracts through PowerAdvocate software.

Key Accomplishments:

- Enabled clients to resolve various complex system issues while offering product support. •
- Captured customer interactions within Salesforce CRM and generated weekly reports for management to offer a comprehensive overview of these interactions.

Mass General Brigham • Boston, MA • Oct 2014 – Sep 2015

BUSINESS ANALYST

Leveraged project management tools to design, develop and implement standard processes. Achieved outstanding business outcomes by implementing methodologies and driving strategic initiatives that facilitated sustainable growth through effective business requirements gathering.

Key Accomplishments:

- Propelled data migration project that upgraded the company's legacy database by partnering with key stakeholders, and testing new databases to detect errors, achieving a 6–8-month deadline in 5 months.
- Maintained full accountability while delivering analytical support to **50+** internal clients, building SQL reports for fundraising, and bridging the gap between programmers and corporate clients.
- Instituted group training programs for all existing and new hires in liaison with 2 team members to improve organization-wide knowledge of systems and products.
- Evaluated and executed automated business solutions for clients while providing robust and actionable business insights to promote continuous process improvements.

Metlife • Boston, MA • Nov 2012 – Oct 2014

BUSINESS QA APPLICATIONS ANALYST

Performed multifaceted business oversight role, partnering with senior management and leaders to execute multiple cost-saving initiatives. Designed product development test plans to validate features and updates on the life insurance platform.

Key Accomplishments:

- Formulated **50+** regression and user acceptance test cases for software testing and bug reporting, aligning organizational operations, processes, and systems to boost company performance.
 - Assessed UI metrics and ledger against business specs and formula spreadsheets, improving accuracy. •
- Drove continuous process improvements and development of business products per requirements.

EDUCATION

Bachelor of Science in Computer Science and Mathematics

Simmons University

CERTIFICATIONS

Project Management | SixSigma

Product Owner Fundamentals | Udemy

Web Development | Startup Institute

Management Essentials | Harvard Business School

UI Design | Designlab

JIRA | LinkedIn Learning

Klaviyo Product | Klaviyo

TECHNICAL SKILLS

SAAS, Salesforce, Python, SQL, APIs, SOAP, CMS, Heap, Figma