Chris Bullard, MBA, CSPO, CSM

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Director-Level Product Leader | Internal Business Systems | Healthcare, Fintech, Telecom & Manufacturing

Director-level product leader with 13+ years delivering internal business systems products and solutions across healthcare, fintech, telecom and manufacturing, including 8+ years leading Agile teams. Directs 13 offshore vendor developers and owns up to $500,000 in annual development budget per product across five products. Owns roadmap and cloud architecture. MBA, CSPO, CSM; open to remote US roles and relocation to AZ, TX, FL, GA or ID.

Product Roadmaps	RICE Prioritization	Vendor & Budget Mgmt	Jira & Confluence	Scrum Product Owner
API Integration	Business Intelligence	Financial Reconciliation	AWS Cloud & DR	Healthcare Payer

Certifications: Certified Scrum Product Owner (CSPO) • Certified ScrumMaster (CSM) — Scrum Alliance, ID 001197156

Education: MBA (Accounting & MIS), Keller Graduate School of Management • BS (Accounting & Mathematics), Western Oregon University

Professional Experience

Next Level Studio, Mobile, AL | May 2025 – Present

Head of Product

Leading Product Strategy, Design, and Development of SaaS Products and Management Services, including hands-on ownership of AWS cloud architecture and infrastructure.

- Built a Consulting and Custom Software to Product Development Pipeline that reduced R&D Expense by 80%.
- Developed an AI Prototyping to Product approach for fast-tracking Go-To-Market within 3 months.
- Restructured the business strategy around Affiliate Integrations and multiple MRR touch points for upselling.
- Prepared the company for venture funding: built a P&L and pricing model as an HTML/JavaScript portfolio-management tool for project projections and customer quotes, a fully flowcharted business model, and channel partnerships with vendors directly and through PartnerStack, and evaluated outsourced go-to-market firms.
- Authored an AWS disaster-recovery architecture proposal (hybrid EBS + S3 with Object Lock) and multi-scenario recovery runbooks for a production SQL Server and IIS environment, closing a critical backup gap found during a live DR fire drill.
- Direct 13 offshore vendor developers across five products (two live): set sprint priorities with RICE scoring, own feature design and Postman API collections, and run recurring stakeholder working sessions.
- Own up to $500,000 in annual development budget per product: allocate spend through roadmap and RICE prioritization, review monthly vendor invoices, short-pay work that misses SLAs or is double-counted (saving approximately $15,000 per month per team), and recommend team reductions or reassignments to ownership.

Product Manager

Led Product Roadmapping, Design, and Development of SaaS Enterprise Resource Planning, REST API, and Payment Processing Products. Led an Early-Stage Startup through implementation of the Scrum Framework.

- Achieved a 73% reduction in Code Churn in 2 months by implementing a Backlog Refinement process.
- Owned two bank payment integrations: multi-currency ACH and SWIFT international wires (SFTP, started June 2025, delivered February 2026) and virtual-card issuance via API (live April 2026).
- Guided stakeholders through AWS disaster-recovery architecture design, NIST-800 security self-assessments, and multi-scenario recovery runbooks feeding Product Ideation
- Implemented an automated IT Support Queue and SLA framework to reduce outstanding bug fixes by 60% in 3 months.

Delta Dental of Colorado, Centennial, CO | August 2023 – January 2025

Product Owner (Claims Analyst)

Led claims and clinical analysis, UX design, and development of mobile app proposals and business intelligence reporting. Drove continuous improvement of claims and clinical operations.

- Achieved a 90% reduction in claims reporting time and decision-making by implementing clinical analytics dashboards within 2 months.
- Minimized recurring claims processing challenges by 30% in 2 months by establishing a stakeholder troubleshooting group.
- Enhanced claims and clinical data visualization by 80% in 2 months by merging several data sources into a single PowerBI dashboard.

Weifield Group, Centennial, CO | January 2023 – August 2023

Product Owner (IT Business Systems Analyst)

Designed and developed MS SharePoint and mobile applications. Led training courses for operations and support teams. Spearheaded companywide MS Azure role security. Designed and built short-form company training videos.

- Enhanced UX by consolidating features into a single system design in 2 months, leading to a 40% increase in user satisfaction.
- Enhanced employee collaboration by developing a fully automated staff directory mobile app within 3 months.
- Negotiated a 56% commercial discount off retail on batteries and two-way radios for construction projects and internal operations, saving approximately $300,000 per year; led the hot swap of the corporate office backup power cabinet (192 sealed lead-acid batteries).

Nutrien, Loveland, CO | October 2022 – December 2022

Product Owner (IT Business Analyst, 3-Month Contract)

Directed 2 business intelligence developers in contract role while providing coaching to project managers on new Snowflake database schema. Developed cross-functional relationships with sales and management.

- Streamlined 108 sales dashboards into 19 high-impact designs within 2 months, enhancing decision-making efficiency.
- Completed data warehouse transition 70% faster with strong stakeholder support by building a concise data map.

DISH Network, Denver, CO | September 2021 – September 2022

Product Owner (Senior Analyst)

Developed strategic plan to build SOPs and process flowcharts for brand-new network engineering department. Hired 2 business analysts, coached them in Scrum, and mentored five of six team members in BPMN flowcharting and stakeholder requirements elicitation. Drove product design of process-automation projects.

- Developed an organization-wide process flowchart within 3 weeks, leading to a 50% faster decision-making process.
- Reduced overall lead-time for cellular network builds by 30% in 3 months by establishing process hand-offs.

Fresenius Medical Care, Denver, CO | September 2019 – September 2021

Product Owner (Sr Business Systems Analyst)

Created user stories and developed product roadmap, backlog, and sprint planning for clinical systems. Directed MS SQL server database project and designed backend architecture. Collaborated regularly with clinic physicians to solve clinical systems and IT needs.

- Saved $5M annually through redesigning clinical systems and internal controls for 3,000+ kidney-dialysis clinics in 5 months.
- Eliminated invoice late payments and saved $92,000 overspend in 3 months by spearheading customer support processes.

NowCFO, Remote | August 2017 – February 2020

Project Manager (Consultant)

Steered ERP implementation using Scrum, Kanban, and SDLC strategies. Managed process excellence and inventory changes for 2 manufacturing clients. Evaluated several processes and made recommendations to improve productivity while reducing costs.

- Returned 4 ERP implementation projects on time and on budget in 12 months by implementing a stakeholder cadence.
- Achieved 40% increase in client productivity in 1 week after remodeling and optimizing client production-line configuration.

Earlier Experience

Kaufman Hall Associates, Tigard, OR | April 2016 – April 2017 | Product Owner (Product Developer): Built and launched a rolling-forecast EPM prototype for healthcare finance teams. Cut rejected features 60% in 3 months by introducing unit-test-level acceptance criteria, and eliminated numerical errors that had gone untraced in existing products for 5+ years.

SemiTorr Group, Tualatin, OR | June 2015 – April 2016 | Project Manager (Sr Financial Analyst): Built an Excel EOQ and min/max tool and SKU-by-warehouse action plan for 7 distribution warehouses, freeing $3.5 million in working capital (3 weeks to deliver, 3 months to execute through sales and supply chain managers). Ran BI application RFQs, advised the CEO and CFO on technology contracts, and coached departments to a 20% operating-cost reduction.

Mondelēz International, Portland, OR | August 2014 – June 2015 | Project Manager (Financial Analyst, 10-Month Contract): Led the Lean Six Sigma loss-analysis pillar and coached plant management on zero-based budgeting, saving $360,000 annually and improving financial reporting accuracy 25%.

EPIC Fuels, LLC (formerly EPIC Aviation, LLC), Salem, OR | October 2012 – August 2014 | Staff Accountant: Ran treasury and high-volume A/P and A/R for an aviation fuel supplier (Jet-A, JP-8, 100LL). Recovered a major U.S. commercial airline customer two weeks into the role with a new fuel prepay cash-flow model, retaining multi-million-dollar annual revenue, then took over all North American commercial airline accounts.