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## Senior Loan IQ Product Manager

### Responsibilities and Deliverables:

- Develop and implement product strategies consistent with company vision.
- Serve as the key contact for assigned product or product line on user/customer issues and questions and new product ideas. Identifies and analyzes critical issues related to the product design.
- Provides overall direction for product enhancements and general product development requirements.
- Leads product focus groups for assigned product(s). Leads focused user working sessions on assigned product(s) and general operational topics.
- Administers company policies and procedures which affect assigned product(s).
- Identifies continuous improvement opportunities for Product Management processes.
- Manages the resolution of escalated product problems. Escalates problems and issues to other departments when needed.
- Collaborates with technical communications writers to develop proper and thorough documentation (internal and external) describing enhancements as appropriate.
- Participate in design, documentation, and QA testing when needed.

### Required Skills & Experience:

- Previous demonstrated experience with Finastra Loan IQ, including strong technical knowledge
- Strong organizational and planning skills with a history of successful execution of plans.
- Possess strong problem-solving and decision-making skills. Ability to work independently, apply judgment, maintain stable performance under stress and flexibility in an evolving work environment.
- Ability to develop user stories or product requirement documents.
- Proven presentation skills.
- Attention to detail and the ability to manage multiple tasks simultaneously as required.
- Demonstrated ability to work effectively with cross-functional teams.
- Ability to react quickly to complex situations; work with employees, customers and outside organizations in a professional manner. Proven track record of driving projects from initial concept through completion and user adoption; collaboration with development and other teams; and driving continuous improvement in systems and processes along with success in dealing with competing priorities.
- Proven ability to work with and manage customer relationships
- Familiarity with Scrum and Agile development processes.
- Demonstrated ability to conduct discover to understand client needs and define the appropriate features to solve those problems.
- 5+ years relevant financial services software experience, management experience is preferred.
- 5+ years Financial Industry, Mortgage or Commercial Lending experience preferred.
- Knowledge of project management principles.
- Bachelor's degree in Business Administration or related field.
- The position is Austin-based, 25% Travel is required.