

Dillon Issa

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SUMMARY

PMP-certified Product Manager with experience delivering process automation, data-driven analytics, and software products in cloud-based, enterprise, and regulated environments. Proven ability to lead cross-functional teams, ship secure web-based apps, and translate user pain points into scalable technical products. Background spans product strategy, customer discovery, data analytics, and stakeholder management.

EXPERIENCE

Product Manager

May 2023 – Present

Innovatus Technology Consulting

San Diego, CA

- Shipped 40+ enterprise products across multiple business units, generating \$150K in annual client cost savings by converting user pain points into scoped solutions from discovery to launch.
- Owned an enterprise ticketing platform from concept through launch, adopted by 5,000+ users; cut average ticket resolution time by 4 days and gave executives real-time operational visibility.
- Translated stakeholder discovery into PRDs, user stories, and prioritized backlogs that aligned leadership on investment decisions and gave engineering unambiguous requirements to build against.
- Established a product intake and prioritization framework for a client organization, defining how initiatives were evaluated, greenlit, and sequenced against business value.
- Launched automation products that eliminated recurring data entry for operations teams, cutting manual processing time by up to 89%.

Research Assistant

Jul. 2021 – Jun. 2022

University of California San Diego

San Diego, CA

- Designed and ran A/B testing experiments to validate research hypotheses, informing study direction for a university behavioral research lab.
- Analyzed large datasets alongside research and engineering teams, improving data reliability and reproducibility for downstream analysis.
- Standardized documentation and onboarding workflows, cutting ramp-up time for incoming research cohorts.

EDUCATION

University of California San Diego

San Diego, CA

Bachelor of Arts in Economics, Minor in Business

Jun. 2020 – Jun. 2022

CERTIFICATIONS

Project Management Professional Certificate

Jun. 2026 – Present

Google Data Analytics Professional Certificate

Aug. 2022 – Present

SKILLS

Product: Product Strategy, Product Roadmaps, PRDs, Feature Prioritization, Customer Discovery, User Stories, Acceptance Criteria, User Acceptance Testing (UAT), Competitive Analysis, Agile/Scrum, Sprint Planning, JIRA, Confluence, A/B Testing, KPI Tracking, Go-to-Market

Technical: Microsoft Power Platform (Power Apps, Power Automate, Power BI), Excel, SQL, R, Visio, Figma

Leadership: Executive Briefings, Customer-Facing Demos, Stakeholder Management, Change Management, Cross-Functional Alignment, Risk Management, Negotiation, Vision Setting, Decision Making, Technical Writing

Languages: English (Native), Arabic (Intermediate Verbal)