


# PHILLIP SEGURA

## Solutions Manager

 Dyer, IN

 2195154127

 hello@phillipsegura.dev

## PROFESSIONAL SUMMARY

I am a passionate and solution-driven individual with 11 years of payment industry experience supporting multiple teams of Product Managers, Technology Leads, and other internal groups in offering unique solutions to extend client life cycles and generating ideas for working with future clients. I often liaise between business and technical teams with excellent communication skills, understanding development choke points and managing client expectations.

## EXPERIENCE

### Solutions Manager

Oct 2014 - Present

SummitPay • Valparaiso, IN

Led change management initiatives related to enterprise-wide Financial Systems and developed CRM implementation/integration, engaging with Applications Development and Technical Support resources to extend the client life cycle by 30%.

Developed Solution Proposals and Designs for clients regarding products, implementation, and post-implementation customer service, identified product/functionality gaps and relayed concerns to Product Managers, Technology Leads.

Worked closely with internal teams, including compliance, privacy, risk, and information/security, to ensure API integration and consistency of optimal integration strategies, techniques, and user experience best practices

### Integration Specialist

Jan 2009 - Oct 2014

Advanced ATM Systems • Chandler, AZ

Provided Development support for API integration.

Headed customers with end-to-end testing and helped internal customer service teams with any questions about integration applications.

Repair a wide variety of payment processing equipment with a primary focus on customer service.

Tasked with all aspects of project management, planning, testing, and implementation of features of the billing system.

Integrated EVM/Project Management ideology throughout V-22 program.

Manage and maintain Midwest and Eastern regional accounts serving as their first point of contact for customer service and technical support.

## SKILLS

JavaScript

React JS

API

Customer Service

Project Management

Business Solutions

Business Development

Application Support

Product Development

Web Services

CRM

## EDUCATION

### Associate Business Management (Business)

Utah Valley University • Orem, UT

Aug 2009 - Apr 2012

## CERTIFICATIONS

Project Management Professional

Certified Billing and Coding Specialist