

ANWAR N. STEPHENS

Senior Product Manager | Enterprise Systems, Agile Delivery & Regulated Environments

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PROFESSIONAL SUMMARY

Product leader with 12+ years owning the end-to-end product lifecycle, from discovery and requirements gathering through delivery, adoption, and continuous improvement, for enterprise business and HR systems. Led an Agile transformation and full backlog ownership (epics, user stories, acceptance criteria, release planning) across highly regulated environments at Accenture, including a ServiceNow customer service platform modernization built directly with Finance and HR leadership for distributed operations teams across \$50B+ in real estate assets. Collaborated closely with engineering, UX, and business stakeholders on platform initiatives supporting 25,000+ users and \$55B+ in procurement spend, alongside a \$400M healthcare operating-model transformation and a nine-product ML-enabled analytics portfolio at ArcelorMittal generating \$50M+ in cumulative savings. **CSPO certified**, presenting regularly to senior leadership at sprint planning and sprint reviews and through front-end stakeholder pitches, with a track record of business buy-in, adoption, and measurable outcomes under strict compliance and governance requirements.

AREAS OF EXPERTISE

Product Vision & Roadmap Strategy | Agile/Scrum Product Ownership (CSPO) | HR & Finance Workflow Modernization | Backlog & Requirements Management (Epics, User Stories, Acceptance Criteria) | Cross-Functional Delivery (Engineering, UX, Business Stakeholders) | Federal & Regulated Environment Delivery | Stakeholder & Executive Communication | KPI & Data-Driven Decisioning | Enterprise Platform Implementation

Tools & Platforms: ServiceNow (ITSM, CSM, ITAM) | SAP | Jira | Confluence | Git | Bitbucket | Jenkins | Splunk | Tableau | Lean Six Sigma

PROFESSIONAL EXPERIENCE

Product Manager | Management Consultant

Oct 2019 – Present

Accenture · Embedded Feature PM within larger delivery teams across federal and enterprise digital-transformation programs, owning discovery, roadmap planning, Agile backlog management, and adoption-focused delivery for organizations undergoing large-scale operating-model and platform modernization.

- Served as full-cycle PM on a ServiceNow customer service platform overseeing **\$50B+** in real estate assets, partnering with **Finance, HR**, and Digital Technology leads and SMEs to reimagine workflows for distributed operations teams and measurably improve self-service adoption, process traceability, and user experience.
- Owned **full-cycle delivery**, from discovery and requirements gathering through UAT, deployment, and hypercare, of a ServiceNow ITSM and ITAM catalog modernization spanning request types, field validation, watchlist notifications, and CMDB across six business verticals, aligning senior leaders and stakeholders through every phase.
- Architected and led full-cycle delivery of a ServiceNow ITSM integration with a legacy SAP procurement system, eliminating manual processing bottlenecks across **25,000 users** and **\$55B+** in annual spend.
- Designed a user access management solution from scratch in response to a **federal executive order**, leading stakeholder interviews and workflow analysis under compressed timelines that prevented an eight-month projected roadmap delay.
- Led discovery and analytical strategy for a major healthcare operating-model transformation, converting stakeholder needs into a prioritized product roadmap and business case projected to generate **\$400M in savings**.
- Mentors analysts and developers on product documentation, change management, and **continuous improvement** practices.

Product Manager | Senior Operations Technology Engineer

Jun 2007 – Sep 2019

ArcelorMittal USA · Progressed from engineer to product manager across facilities of the world's largest steel company (\$100B+ revenue, 310,000 employees, 60 countries), owning a nine-product analytics and automation portfolio, including five ML-enabled solutions, from discovery through roadmap strategy, Agile delivery, and sustained adoption.

- Owned RICE-based prioritization, stakeholder alignment, and phased Agile rollout for three ML-powered analytics products on a ~\$1B production line, driving **>95% adoption** within 60 days and **\$35M+** in savings.
- Ran 30+ discovery interviews and voice-of-customer synthesis to build and prioritize the roadmap for six additional analytics and automation products across two facilities, generating **\$20M+** in savings and **\$50M+** in cumulative portfolio value.

CERTIFICATIONS

Certified Scrum Product Owner® (CSPO) · Scrum Alliance — Awarded Mar 2025 · Expires Mar 2027

Palantir Foundry Aware Professional · Palantir Technologies — Awarded Dec 2025 · Expires Dec 2027

Lean Six Sigma Black Belt® · Simplilearn — Awarded Jul 2018

EDUCATION

M.S. Engineering Management · Northwestern University — 2013 – 2016

B.S. Chemical Engineering · University of Michigan — 2003 – 2007