

EXPERIENCE

- ▶ **Product Manager** Kaiser Permanente *Remote* *Apr 2018 – Present*

Founding member of the product ops team in the Digital Experience Center at Kaiser Permanente

 - Managing the product stack and establishing best practices
 - Creating product guidelines to standardize how we deliver feature releases iteratively
 - Evolving the custom-built roadmapping app to fit into a continuous delivery process
 - Working remotely for Kaiser Permanente in Oakland, CA

- ▶ **Product Manager** Centric Digital *San Francisco, CA* *Oct 2016 – Mar 2018*

Product lead for a custom-built roadmapping web app used by Kaiser Permanente product teams

 - Directed a 6-person distributed development team: built and managed the backlog, created design specifications, conducted user acceptance testing and release planning
 - Reduced the project's burn rate by 40% over a 3-month period without decreasing project velocity by formalizing the product planning process
 - Introduced a structured stakeholder communication and reporting cadence that re-established trust and confidence in the product team
 - Collaborated with Kaiser Permanente stakeholders to deliver numerous new features and enhancements, including a time-oriented visualization of the roadmap that increased average engagement time by 2x
 - Supported the strategy and execution of a comprehensive feature prioritization initiative for KaiserPermanente.org and the Kaiser Permanente mobile app
 - Managed the apps infrastructure migration to AWS with zero downtime

- ▶ **Product Manager** Taivara *Columbus, OH* *Nov 2014 – Aug 2016*

Managed the creation of an iPad app that empowered sales associates to look up customer shopping habits

 - Created a fully functional prototype that enabled our stakeholder to gain organizational buy-in and funding for MVP build
 - Supported the development lifecycle from conceptualization to implementation as Product Owner on a 5-person dev team
 - Coordinated the beta launch: deployed the app onto 50+ iPads in a dozen retail stores and provided training and support to all sales associates; achieved a 90% adoption rate within two months of release
 - Iterated on customer insights and matured the app beyond its minimal viable product

- ▶ **Co-founder** Upkeep Charlie *Greenville, SC* *Mar 2013 – Aug 2014*

Created a software system for service-based businesses to manage customers and service providers

 - Streamlined processes by implementing a planning system that automated scheduling and account management
 - Supported the integration of payments (Stripe), email (IMAP/Gmail), text/phone (Twilio) and chat (Olark)
 - Developed partnerships with contractors, launched in three cities, and served hundreds of customers
 - Procured funding from a Techstars affiliated startup accelerator

EDUCATION

- ▶ **Master of Business Administration** *Greenville, SC*
Clemson University *2012 – 2013*
- ▶ **Bachelor's degree, Economics & Mech. Engineering Technology** *Columbus, OH*
Ohio State University *2005 – 2010*

MISCELLANEOUS

Certified Scrum Product Owner (CSPO); Fluent in German; Extremely proficient with: JIRA, Tableau, Sketch, and Adobe Analytics