

EXPERIENCE

- **Product Manager** San Francisco, CA
Kaiser Permanente *Apr 2018 – Present*
Joined Kaiser Permanente as a full-time employee within the Digital Product Solutions team
- **Product Manager** San Francisco, CA
Centric Digital *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 wireframes and UX ecosystems, conducted user acceptance testing and release planning
 - Reduced the projects 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 Kaiser Permanente AWS with zero downtime
- **Product Manager** Columbus, OH
Taivara *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
 - Scrum master for a 5-person agile development team, supported the development lifecycle from conceptualization to implementation
 - 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

Additional projects:

 - Implemented agile work practices through the installation, configuration and process adoption of JIRA
 - Created a KPI dashboard that reported project and product metrics in real-time
- **Co-founder** Greenville, SC
Upkeep Charlie *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 investor support to fund business development through a Techstars affiliated startup accelerator

EDUCATION

- **Master of Business Administration** Greenville, SC
Clemson University *2012 – 2013*
- **Bachelor of Science, Mechanical Engineering; Economics** Columbus, OH
Ohio State University *2005 – 2010*

MISCELLANEOUS

- *Toolkit:* Tableau, Sketch, InVision, Git, JIRA, Scrum (Certified Scrum Product Owner), Trello, SQL
- *Other:* Native German speaker & dual citizen