

Megan Chen

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Product Manager

Passionate Product Manager with 4 years of experience driving growth and customer satisfaction through successful go-to-market strategies, product development and usability improvements. Developed and launched a new SaaS product, resulting in a 20% increase in monthly recurring revenue; designed feedback loop and product optimization initiatives, yielding 10% increase in customer satisfaction and 15% decrease in churn rate. Proven ability to lead feature rollouts, and product launch events that drive increases in website traffic and trial sign ups.

WORK EXPERIENCE

Product Manager

3/2022 – Present

Radiant Resources

- Led the development and launch of a new SaaS product, resulting in a 20% increase in monthly recurring revenue within the first quarter.
- Implemented a customer feedback loop, resulting in a 10% increase in customer satisfaction ratings and a 15% decrease in churn rate.
- Developed and executed a successful go-to-market strategy, resulting in a 50% increase in website traffic and a 30% increase in trial sign-ups.

Associate Product Manager

3/2020 – 3/2022

Paragon Technologies

- Assisted senior product managers in conducting market research, creating product roadmaps, and tracking product performance metrics.
- Collaborated with cross-functional teams to gather customer feedback and implement changes to improve product features.
- Assisted in the planning and execution of product launch events and marketing campaigns.

Product Analyst

3/2019 – 3/2020

Empyrean Enterprises

- Assisted senior product managers in conducting market research, creating product roadmaps, and tracking product performance metrics.
- Collaborated with cross-functional teams to gather customer feedback and implement changes to improve product features.
- Assisted in the planning and execution of product launch events and marketing