MEGAN FOSTER

Product Operations Manager

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in [LinkedIn](#)

WORK EXPERIENCE

Product Operations Manager

Jama Software

📅 2021 - current   📍 Portland, OR

- Restructured Slack channels, boosting communication & cutting response times across six departments
- Analyzed user behavior with Google Analytics, **s**uggesting redesigns that surged session duration by 42 seconds
- Customized Salesforce CRM to align with the company's sales processes, increasing lead conversion rates by 43%
- Used Tableau dashboards for reporting, **providing actionable insights that increased yearly revenue by 646K**

Product Manager

Vacasa

📅 2018 - 2021   📍 Portland, OR

- Automated repetitive tasks with Zapier, saving nine hours per week in administrative work
- Rolled out Jira for task management, streamlining workflows, and **reducing project completion time by 19 days**
- Led a cross-functional team of eight developers and data scientists to launch a mobile-first booking system
- Capitalized on Mixpanel to monitor guest behavior patterns, increasing guest satisfaction ratings by 8 out of 10

Product Specialist

Puppet, Inc.

📅 2015 - 2018   📍 Portland, OR

- Created product presentations with Microsoft Office 365, **increasing product adoption by 11%**
- Designed Git branching strategies to optimize code development workflows and quality, reducing bugs by 19%
- Streamlined Trello boards workflow, cutting project cycle time by two days and enhancing task visibility
- Studied customer feedback in Excel, identifying improvements that boosted Net Promoter Score by 22 points

EDUCATION

Bachelor of Science
Operations & Technology Management

Portland State University

📅 2011 - 2015

📍 Portland, OR

SKILLS

- Jira
- Slack
- Microsoft Office 365
- Google Analytics
- Salesforce
- Mixpanel
- Trello
- Git
- Zapier
- Tableau