ALEXANDER TAYLOR

Senior Product Manager | SaaS | UX Optimization

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SUMMARY

Seasoned Product Manager with over 5 years of experience, specialized in SaaS startups and obsessed with customer experience. Biggest career achievement includes leading a product feature that increased user retention by 30%.

EXPERIENCE

Senior Product Manager

InnovateTech Solutions

📅 06/2020 - Present   📍 Dallas, Texas

- Developed and launched a multi-phase feature set, used by over 1 million users within its first year.
- Drove cross-functional teams to optimize our SaaS platform, resulting in a 20% increase in customer satisfaction scores.
- Implemented a customer feedback loop that guided the iteration of product features, ultimately increasing NPS by 15 points.
- Analyzed market and competitive conditions, laying out a vision that increased product adoption by 25% in the first two quarters post-launch.
- Oversaw a team of 10 engineers, providing mentorship and strategic direction while maintaining an above-average team health score.
- Utilized analytics to improve feature prioritization, reducing time-to-market by 10% and increasing ROI by 22%.

Product Manager

TechGrowth Inc.

📅 01/2018 - 05/2020   📍 Austin, Texas

- Orchestrated a successful redesign of the user interface, improving user engagement by 35%.
- Managed product backlogs and coordinated with stakeholders to meet delivery timelines, achieving 95% on-time release rate.
- Increased lead conversion rates by 18% through iterative UX improvements and A/B testing strategies.
- Facilitated product planning workshops with clients to understand their needs, contributing to a 40% growth in client acquisition.
- Identified and resolved workflow inefficiencies, which enhanced productivity by 30% and reduced operational costs.

Associate Product Manager

Creative Solutions Inc.

📅 09/2015 - 12/2017   📍 Houston, Texas

- Contributed to the launch of a new platform feature that attracted 10,000 active users within the first three months.
- Conducted detailed market analysis to determine product viability, which influenced a positive pivot strategy.
- Collaborated with engineering teams to refine product specifications, increasing functionality and user satisfaction.
- Supported senior PMs on high-profile projects, resulting in a 15% increase in market share.

EDUCATION

Master of Business Administration

University of Texas at Dallas

📅 01/2013 - 01/2015   📍 Dallas, Texas

Bachelor of Science in Information Technology

Texas A&M University

📅 01/2009 - 01/2013   📍 College Station, Texas

KEY ACHIEVEMENTS

✅ **Led 1M User Feature Launch**
Directed a multi-phase launch that attracted 1 million users within the first year, driving significant market growth.

🚩 **NPS Increase Through Customer Feedback**
Implemented a feedback loop that significantly raised the company's NPS score, profoundly impacting customer retention.

📈 **ROI and Time-to-Market Improvement**
Implemented strategic analytics leading to a 10% time-to-market reduction and 22% ROI increase, illustrating impactful product management.

🪄 **Mentored High-Performance Engineering Team**
Fostered an environment of growth and excellence within a 10-engineer team, maintaining exceptional team health and performance.

SKILLS

Product Management   SaaS

UX Research   Customer Experience

Agile Methodologies   A/B Testing

COURSES

Certified Scrum Product Owner
Scrum Alliance accredited course focusing on Agile product ownership and backlog management.

User Experience Design
Course by Coursera covering the foundations of UX design, user-centric methodologies, and interaction design.

LANGUAGES

English
Native
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Spanish
Advanced
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