

Cory Harrah

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Summary

Senior product manager with 3 years of experience managing a suite of enterprise API's. 9+ years of progressive leadership experience building and scaling mission-critical API and data platforms for nationwide real estate brands. Proven track record of owning high-throughput backend systems handling 20M+ daily requests with sub-200ms latency, leading cross-functional engineering teams, and delivering zero-downtime infrastructure migrations. Experienced in vendor negotiations, cost optimization(\$1.3M+/3years in savings), platform modernization, and operational excellence. Combines deep technical foundation(SQL, APIs, data systems, production incident management) with strategic product ownership, roadmap leadership, and KPI-driven decision making. Passionate about building resilient backend platforms that power scalable consumer experiences.

Skills

- **Product:** Product Vision & Strategy Development, Roadmap Creation & Prioritization, End-to-End Product Lifecycle Management, Business Case Development, Opportunity Assessment, Competitive Analysis, Digital Storytelling,
- **Leadership:** Executive-Level Communication & Reporting, Stakeholder Alignment, Influence Without Authority, Conflict Resolution, Customer Discovery & Voice-Of-Customer Programs, Change Management
- **Technology:** Jira, Tableau, Figma, Microsoft Office, Studio 3T, DB Visualizer, Postman, SNOWFLAKE, SOAP UI, DataDog, Zendesk, ServiceNow, HEAT
- **Execution:** Agile/Scrum Leadership, Backlog Management & Sprint Planning, Feature Prioritization(RICE & MoSCoW), User story Writing and Acceptance Criteria, Cross-Functional Execution(Engineering, Design, GTM), Release Planning, Risk Mitigation & Dependency Management, KPI & OKR Definitions, A/B Testing & Experimentation, Product Analytics, SQL for Product Analysis, Funnel Optimization, Post-Launch Performance Analysis.

Relevant Experience

Senior Product Manager

2023-2026

- Owned product strategy, roadmap, and execution for a mission critical enterprise API platform serving five national real estate brands(Century21, ColdwellBanker, Sotheby's, ERA, Better Homes & Gardens)
- Led Cross-functional squad(2 tech leads, 8 engineers) delivering high scale API's handling 20M+ requests/day at <200MS p95 latency.
- Directed a zero-downtime migration of enterprise data vendors one quarter ahead of schedule allowing us to safeguard business continuity across five national brands.
- Negotiated vendor consolidation and package restructuring, delivering \$1.3M in operating cost savings over 3 years while expanding data coverage.
- Launched new API endpoints enabling enhanced SEO performance and Search experiences outside of the consumer site ecosystem.

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- Reduced cross-team dependency bottlenecks by centralizing personnel and company data ingestion into platform-owned API's.
- Implemented Datadog observability dashboards to improve SLA tracking, latency monitoring, and proactive incident response.
- Presented roadmap strategy, KPI's, and performance updates to Director-level leadership.

Technical Product Manager

2022-2023(6months)

- Managed delivery and dependency coordination across 2-3 engineering teams supporting the enterprise suite of API's.
- Owned timelines, release execution, and risk mitigation for cross-functional initiatives.
- Led "Designing with Support in Mind" initiative, resolving 35+ systemic production issues using operation data insights.
- Built structured intake, triage, and resolution framework for API/Data organization.
- Delivered feature launch demos and stakeholder adoption sessions.

Success Team Manager

2020-2022

- Led team of 3 L2/L3 engineers; implemented SLA's(2-hour response, 24-hour action plan).
- Reduced average ticket volume from 90/day to 30/day through systemic defect elimination.
- Reduced average resolution time from 5 days to 24 hours.
- Cut listing data integrity resolution time from 1 week to <48 hours.
- Built and institutionalized company-wide support knowledge base.
- Hired and onboarded multiple L2 & L3 representatives; partnered with Engineering, Product, and UX to eliminate recurring production defects.

L1-L3 Success Team

2015-2020

- Supported customer-facing web application powering four national real estate brands.
- Troubleshoot API's, Database integrity issues, frontend defects, and P1 production incidents.
- Wrote/modified SQL and custom Python scripts to correct and automate data workflows.
- Authored company-wide troubleshooting guide; recognized SME be executive leadership and deployed onsite for high-visibility incidents.

Additional Experience

Wells Fargo: Cust. Success 2015(6mnths)
Party City: Assistant Manager 2010-2015
AT&T: Retail Sales Consultant 2007-2009

Education

- Associate in Science, Chabot College
- Associate in Art, Chabot College