

Lia Bogoev

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I'm a product manager who loves solving tough user problems. I believe technology is meant to help us, and I want to enable users to make the most of the tools they interact with. I research thoroughly and am passionate about data, but understand there is a human element beyond the metrics.

Experience

athenahealth

Watertown, MA

Product Owner, Development Tools

Jan 2019 - present

- ▶ Performed first ever comprehensive analysis of user base (internal developers) through surveys and one-on-one user interviews, and used results to establish new strategy for the next 6 months.
- ▶ Spearheaded the organization of internal technology conference to train developers on best practices.

Senior Associate, Product Education

Jan 2018 - Jan 2019

Worked in a unique role on the team as a product owner of in-app training

- ▶ Created beta in-app training workflow to support the launch of a newly-redesigned critical page in athenaNet (27k daily average users), increased feature adoption by 37%.
- ▶ Developed 6-12 month product roadmap & launch strategy for in-app training on mobile & desktop.
- ▶ Streamlined in-app training creation process using WalkMe and developed internal training tools and support for a team of 13 instructional designers.

Associate, Product Education

Jan 2017 - Jan 2018

- ▶ Implemented a process to rapidly develop animations for eLearning materials, which improved content quality with no impact on development time. Trained 13 team members on new process.
- ▶ Redesigned and developed landing page for learning portal, enabling maintenance without the use of Photoshop. This ensured courses were listed as soon as available, and increased engagement by 10%.

Instructional Design Intern, Product Education

May 2016 - Dec 2016

- ▶ Created workflow video demo of new release features, which featured prominently in the fall 2016 release training materials.

MIT Information Systems & Technology

Cambridge, MA

Help Desk Consultant

Jan 2015 - May 2016

- ▶ Created marketing and training videos for student outreach to increase awareness of services offered.

Education

Massachusetts Institute of Technology

January 2017

S.B. Architecture Studies, Comparative Media Studies focus

Relevant Coursework

- ▶ Product Institute Product Management
- ▶ Statistics—Designing Experiments
- ▶ Media Lab—Designing Interactions
- ▶ Game Design for Education
- ▶ Algorithms & Data Structure
- ▶ Operating Systems & Concurrency

Skills & More

- ▶ Scrum Alliance Certified Scrum Product Owner (CSPO)
- ▶ Adobe CC Suite, XD, Captivate
- ▶ Camtasia, WalkMe
- ▶ Fluent: HTML, CSS
- ▶ Familiar: SQL, Python, Java, jQuery, C++