

## Work History

### Head of Product – *Abundantly- Remote*

2022-2023

- Developed and executed product strategy for Abundantly, resulting in iOS and Android app release, customer ready PWA release as well as Slack & Teams integrations.
- Led a team of 10 project managers, designers and developers in product discovery, development, and launch.
- Conducted user research and analyzed data to identify user needs and inform product roadmap and feature prioritization.
- Collaborated with cross-functional teams, including engineering, design, marketing, and sales, to ensure successful product delivery.

### Technical Product Manager– *Converus- Lehi, Ut*

2021-2022

- Helped develop overall program scope and maintain phased rollout plan to iteratively realize benefits throughout the program.
- Worked directly with the CTO to prioritize and design product updates to solve problems for strategic customers in an agile environment.
  - Product roadmap managed in Jira.
- Trained entire Converus staff on customer facing EyeDetect changes to ensure sales department could articulate improved product, use cases, and CSMs could demonstrate new features in live demos after large software rolls.
  - Wrote and translated into Spanish any needed product documentation to ensure effective adoption of new features.

### Manager, Technical Support– *Converus- Lehi, Ut*

2016-2021

- Tech Support: Owned and resolved all tech support cases for Converus' 500+ customers in 43 countries.
  - Wrote and maintained Converus' tech support Knowledge Base Library.
- Product Management: Responsible for documenting user stories & championing enhancement requests that solve pain points during early product implementation.
- Technical consulting: Worked with US and LATAM sales teams to identify and prevent implementation friction as new customers introduced EyeDetect into their hiring process.
- Localization: Directly managed EyeDetect Software localization into 20+ languages and oversaw all ad-hoc translation projects to ensure quality and margin.

### Localization Project Manager / Account Manager – *One Hour Translation- Lehi, Ut*

2016

- Account Management: Developed innovative workflows for clients to satisfy tight localization project deadlines without sacrificing quality.
- Leveraged cloud-based translation tools to coordinate the simultaneous work of translation and editing teams.

## Education

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2011-2015     **Brigham Young University (BYU)**, Bachelor of Arts  
Major: Spanish Translation  
Minor: Business Management  
Received a scholarship for academic excellence.

## Language Certificates

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- Advanced level Spanish: American Council on the Teaching of Foreign Languages
- Digital Product Management Modern Fundamentals: Coursera