Jonathan **Boyd**

Product Owner/Product Manager
https://jonathanboyd96.github.io/Website/index.html

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PROFILE

Product Owner with **4+ years in agile product management**, specializing in **SaaS** with experience in **medtech** and **commercial real estate**. Certified in **CSPO**, CPO, and near completion of CPM. Proven ability to drive user growth, revenue, and product quality through strategic development and strong stakeholder collaboration.

EDUCATION

Bachelor of Science - Computer Science
University of North Georgia
2014 - 2018 https://ung.edu/

Certifications:
• CPO (Certified Product Owner)
• CSPO (Certified Scrum Product Owner)
• 2 of 3 courses for Product Manager Certification

WORK EXPERIENCE

Berkadia (Berkshire Hathaway) – January 2023 to August 2024
SAAS Commercial Real Estate Company (B2B)

Product Owner/Product Manager - CSPO Recertified
- Led a digital transformation for redIQ, increasing user base by 200% and driving successful acquisition.
- Directed weekly cross-functional meetings to ensure alignment on bug fixes and updates.
- Established a ticketing system, improving response times by 30% and refining workflow efficiency.
- Developed and maintained bi-weekly product documentation, increasing user engagement by 15%.
- Gathered user feedback and created GTM strategies, leveraging KPIs for strategic decisions.

Surgical Information Systems – May 2019 to January 2023
SAAS Medical Technology Company (B2B)

Product Owner (2021 to 2023) - CSPO Certified
- Aligned high-value features with market needs and clinical workflows, increasing user satisfaction by 30%.
- Implemented reliable integration solutions (Surescripts, Neximatic) to enhance system stability.
- Utilized SQL and data analysis tools for actionable product insights and quick support resolutions.

Client Support Analyst (2019 to 2021)
- Promoted from Tier 1 to Tier 3 Analyst for expertise in troubleshooting and backlog reduction.

PRODUCT AND TECHNICAL SKILLS

- **Product Management: Agile/Scrum, Roadmap & Backlog Management, Go-to-Market Strategy, A/B Testing, User Feedback Analysis, Product Lifecycle Management (PLM), Requirements Gathering, Release Management**
- **Tools: SQL (3+ years), Azure DevOps (5+ years), Microsoft Suite (Word, Excel, Access)**
- **Coding: Java, Python, C++, HTML, API's**
- **Professional Skills: Leadership, Data Analysis, Cross-Functional Collaboration**