

Samuel Mosley

Austin, TX 512.968.2501 samueljmosley@gmail.com linkedin.com/in/sjmosley

Professional Summary

- **12 years of product development experience** in B2B/B2C startups up to \$100M yearly revenue
- **Advanced skill sets** in documentation, customer research, and data analytics.

Skills

- **Product Management:** Business Strategy, User Experience, System Design, Data Analysis
- **Communication:** Documentation, Stakeholder management, Roadmapping
- **Operational:** KPIs, Customer Experience, Agile Methodologies, Remote Work
- **Development processes:** Agile, DevOps, Scrum, Waterfall, and Kanban.

Technical

- **Frontend:** Typescript, HTML, CSS, React, Swift
- **Backend:** Java, PHP, Elixir, C#
- **Database:** MySQL, postgres, MongoDB, GraphQL
- **Operational:** Notion, Jira, Linear, Git, Trello

Career Experience & Achievements

Senior Product Manager: Give Interactive

June 2025 - Present

- Write internal documentation with source code as reference. Verified by the CTO for accuracy, used to train more than half the organization.
- Meet with customers for workflow and feature discovery, helping ensure the accuracy required for a financial platform.
- Improve search and filter across the platform.
- Define product vision, prioritizing roadmap against internal goals and external customer requests.

Senior Business Analyst: OLÉ (Short term contract, Public Utility)

Jan 2025 - April 2025

- Defined field management logistics solution supporting 800 employees across 4 departments

Technical Product Lead: Violet (B2B e-commerce API, developer tools)

Feb 2023 - Feb 2024

Senior Technical Product Manager:

Feb 2022 - Feb 2023

Achievements:

Launched 3 core products & 9 large features supporting 10+ e-commerce marketplaces.

- Launched a self service dashboard for Violet's leading product, managing it from start to finish. Enabling growth of 80% year over year, without increasing support requests.
- Identified and built internal tools enabling Executives, Sales, and Customer Support teams.
- Created customer success strategies, driving support for 10 enterprise clients through a 7-fold increase in GOV within a year. Keeping a >90% customer retention rate.
- Defined search, filter, and sort experiences, standardizing their experience and API design across all our products. Reducing development time for new implementation by 60% through code reuse.
- Improved internal documentation for the company, by cleaning and restructuring Notion, this provided a framework for scaling the company from 8 to 24 without losing per-person velocity.

Technical Product Manager: Camp Gladiator (B2B2C fitness platform)

Apr 2020 - Feb 2022

Achievements:

Revamped system architecture to reduce technical debt and increase system performance

- Developed the roadmap for transitioning legacy systems to a Service-Oriented Architecture, reducing tech debt. After my first technical draft, I finalized the plan with engineering leaders.
 - Shared Director of Engineering responsibilities with the engineering lead for 6 months during transitional periods for engineering leadership, maintaining development velocity.
 - Introduced a new pricing option, increasing conversion by 5%, by addressing an adjacent user segment. Targeting this user segment ensured other plans wouldn't be affected.
 - Used BDD and gherkin (given, then, when) when writing User Stories, providing better acceptance criteria, and allowing our QA team to make automated tests 20%-30% faster due to reusable criteria.
 - Assisted delivery of 14 promotional campaigns in 3 years resulting in 250k new trial customers with a 24.6% conversion to yearly membership.

Apr 2019 - Apr 2020

Achievements: Empowered and enabled 3 remote globally-distributed teams containing 20 engineers

- Serve as Scrum Master and conduct Ceremonies (Standup, Planning, Review, Retrospective) for 3 remote, totaling 22 engineers.
 - Revamped reporting and data usage company-wide, reducing recurring reporting turnaround times from 2-3 weeks to minutes, through report standardization, configuration, and teaching SQL to others.
 - Successfully campaigned, drove adoption, then built centralized documentation and communication improvements, saving the company ~\$200k annually.
 - Standardized engineering hiring process, ensuring interview questions were standardized and candidates could be compared 1:1

Rock Climbing Area Lead: Lifetime Fitness (National Gym) Jan 2018 - Apr 2019

Jan 2018 - Apr 2019

Achievements: Managed climbing program for 3 Austin gyms, with a team of 22 employees.

Product Manager: Always Glossy (B2B2C car washing platform) Jan 2017 - Jan 2018

Jan 2017 - Jan 2018

Achievements: Drove marketing for the company, leading to 8x customer growth in my time there.

- Managed logistics for a team of 15+ daily, at 60 locations a month.
 - Prioritized the tech backlog, using growth impact as the main prioritization factor.
 - Created all user experience artifacts. Including, app design, web design, internal tools, and copy.
 - Hired, trained, and led the Customer Support team, enabling us to resolve customer and detailer issues in real-time.

Product Manager: Human Planet (B2B/B2C customer experience platform) Mar 2016 - Jan 2017

Mar 2016 - Jan 2017

Achievements: Built Android app with IoT Beacons and Internal APIs

- Met with 30+ businesses to understand their needs and troubles connecting to customers.
 - Created the UX and wireframes for the mobile products.

Game Designer/Producer: Bohemia Interactive Simulations (Military Sim) Aug 2014 - Mar 2016

Aug 2014 - Mar 2016

Achievements: All projects I worked on were delivered on time and the contracts were renewed.

- Managed 2 cross-functional teams as Scrum Master and Producer, using a hybrid of Waterfall and Scrum methodologies due to the nature of government contracting.

Education

- **University of Texas at Dallas** - B.A. Arts and Technology, Minor Computer Science
 - **Scrum.org** - Professional Scrum Master 1