

Contact

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Top Skills

Problem Solving
Product Strategies
Agile Development

Certifications

Certified Scrum Product Owner
AWS Cloud Practitioner

Michael Hands

Product Manager & Owner • ☁️# SaaS & Agile • Lead teams, launch products
Greater Minneapolis-St. Paul Area

Summary

Product Manager & Owner with over a decade of experience discovering pain points, building consensus around a vision, and working cross-functionally to design and deliver products with exceptional product-market fit. Thrives in fast-paced, complex B2B and B2C SaaS environments. Variety of expertise ranging from bringing new products to market to managing mature products, from Kanban to scaled-Agile frameworks, from front-end (UX/UI) to back-end (API and Database). Industry expertise includes Tax and Regulatory Reporting, Finance, Energy, and Contact Center.

ACHIEVEMENTS:

- Managed the product development roadmap, growing our IAM Platform usage from 20 tenants and 300 users to over 750 tenants and 220,000 users
- Soft launched a new, ADA compliant My Account experience responsive across desktop and mobile browsers (<https://my.xcelenergy.com/MyAccount>), as well as a hybrid mobile app for iOS and Android -- Xcel Energy's flagship B2C experience ~150k Average Monthly Users
- Launched 2 new web-based products to market that supported 200+ enterprise clients through tax season, receiving Net Promoter Scores of 44 and 50

Experience

Fulcrum (Thrivent)
Sr. Product Owner Consultant
March 2024 - Present (1 year 5 months)
Minneapolis, Minnesota, United States

Calabrio, Inc.
2 years 9 months

Senior Platform Product Owner

September 2022 - March 2024 (1 year 7 months)

- Managed the product development roadmap, growing our IAM Platform usage from 20 tenants and 300 users to over 750 tenants and 220,000 users
- Led the cross-functional initiative to deliver 4 new IAM service regions, complying with GDPR compliance requirements and enabling new sales markets
- Delivered Login Critical Service monitoring across all realms, improving service stability and incident management

Platform Product Owner

July 2021 - September 2022 (1 year 3 months)

Minneapolis, Minnesota, United States

Xcel Energy

Product Owner

June 2020 - July 2021 (1 year 2 months)

Minnesota, United States

- Soft launched a new, ADA compliant My Account experience responsive across desktop and mobile browsers, as well as a hybrid mobile app for iOS and Android -- Xcel Energy's flagship B2C experience ~150k Average Monthly Users (my.xcelenergy.com/MyAccount)
- Shaped product vision, built and maintained the product roadmap, wrote Feature Requirement Documents, led release plannings, maintained the backlog, and co-founded the Early Adopter Program to drive a culture of Agile transformation
- Coordinated complex development initiatives across multiple teams and functional areas (Leadership, Integrations, Data & Integrations, Analysts, UX/UI, Compliance, Support and Development) to ensure accurate and timely delivery

Sovos

5 years 9 months

Technical Product Manager

March 2018 - May 2020 (2 years 3 months)

Minnetonka, MN

- Launched 2 new web-based products to market that supported 200+ enterprise clients through tax season, receiving Net Promoter Scores of 44 and 50
- Collaborated on product strategy and assembled annual roadmaps after holding listening sessions with cross-functional leaders, sketching

and estimating epics with development, then achieving buy-in from key stakeholders

- Communicated impactful and technical information to internal Operations groups (trainings and presentations) and clients (release and outage communications, release notes, etc.)

Product Owner

November 2015 - March 2018 (2 years 5 months)

Minnetonka

- Guided flagship and satellite tax information reporting products through 3 successful tax seasons, from \$37.5M to \$46M in annual recurring revenue
- Prioritized defects, enhancements and custom work requests, balancing and negotiating the interests of premium clients (like JP Morgan Chase, CapitalOne, and Wells Fargo) with the rest of our 3,500 clients

Compliance Services Representative

September 2015 - November 2015 (3 months)

Minnetonka

- Managed over \$200 million in withholding tax liabilities across 583 state and Federal withholding tax accounts, balancing multiple projects in high-stress, deadline-driven environments while maintaining attention to detail
- Remitted and filed over 13,000 payments and 6,000 Withholding tax forms, implementing audit process to improve efficiency and accuracy, reducing errors by 25%
- Demonstrated strong interpersonal skills and the ability to simplify and present complex information through expertly communicating with clients, colleagues and regulatory agencies over the phone, in person and in writing

Managed Services Associate

September 2014 - September 2015 (1 year 1 month)

Minnetonka

Education

Bethel University

Bachelor of Arts, Philosophy and Political Science · (2010 - 2014)