ISABELLA THORNTON

API Product Manager

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📍 Cambridge, MA
in LinkedIn
github.com

EDUCATION

Bachelor's degree
Information Systems
Harvard University
📅 2008 - 2012
📍 Cambridge, MA

SKILLS

- Datadog
- Hadoop
- APIsec
- Jira
- Bugsnag
- Sematext
- Mixpanel
- SoapUI
- Bitbucket

CERTIFICATIONS

- Certified Artificial Intelligence Professional (CAIP)

WORK EXPERIENCE

API Product Manager

Pegasystems

📅 2018 - current   📍 Cambridge, MA

- **Drove a 44% increase in API adoption**, resulting in a 63% rise in the number of monthly API calls
- Analyzed customer behavior on Mixpanel and achieved 20-point increase in NPS
- Tested new web service using SoapUI, which resulted in a 52% increase in the number of integrations
- Managed code on Bitbucket that Optimized API performance to 114% with boosted uptimes
- Consolidated API gateways using AWS API Gateway, cutting infrastructure costs by 24%, saving $77K annually

API Analyst

HubSpot

📅 2015 - 2018   📍 Cambridge, MA

- Implemented Bugsnag error handling mechanisms to achieve a 22% reduction in API error rate
- Led API integration efforts on Jira, leading to a 61%% increase in monthly partner integrations
- Utilized Sematext to track API usage that **led to a 37% increase in monthly API calls**
- Met SLA commitments by consistently maintaining a 99.9% API uptime

API Developer

Akamai Technologies

📅 2012 - 2015   📍 Cambridge, MA

- Tracked and reduced API latency using Datadog, which boosted speed by 81%
- Enabled API integration into servers to allow users to leverage on Hadoop for 57% accelerated big-data processing rate
- **Decreased successful threats by a 48%** margin by deploying APIsec for threat tracking and reporting
- Simplified complex API processes for non-technical team members, which resulted in a 17% increase in supporting roles' performance
- Refactored legacy APIs to use GraphQL, decreasing API response payload size by 42%