Amy Hanvoravongchai

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Professional Experience

Associate Product Manager   08/2021 – 10/2022
Dyspatch.io ⬈   Remote | Victoria, BC, Canada

A leading email creation platform helping product and marketing teams deliver mobile-responsive, interactive experiences

- Led the development of numerous features for the B2B SaaS product to reduce engineering resources by 95% and accelerate email creation by 92% for marketing teams.
- Developed UXR to identify and evaluate customer insights and pain points on the platform's user management structure; RBAC. Drove improvements to strengthen security and enabling growth.
- Represented the company externally in sales calls and demos. Built and presented QBR slide decks for one of Dyspatch's top customers, Canva, driving contract renewal with over 100% increase in user seats.
- Played key role in hiring processes, conducted interviews and onboarded new PM hire.
- Championed company-wide prioritization workshops to define the product roadmap, ensuring alignment across teams and resolving unknowns and competing priorities.
- Owned competitive analysis and research, regularly presented quarterly updates to internal teams on industry standards and the competitive landscape.

Software Developer   02/2020 – 08/2021
Dyspatch.io

ReactJS | TypeScript | Go | SQL | GraphQL | Cypress | Jest | Git | Asana

- Worked with a small team to integrate Stripe to existing system as a payment option, enabling the company to launch self-serve payments for the B2B SaaS product.
- Collaborated with a team member to develop a dynamic AMP for Email app that bidirectionally connects data between email and Google Spreadsheet. App's GTM remains crucial in sales demos.
- Developed new features in close collaboration with the design team, implementing new components and UI updates, adding back-end endpoints, and performing database migrations safely.
- Implemented front-end/back-end unit and E2E tests, prioritizing test coverage to catch future regressions and documenting technical decisions to ensure maintainability.

Developer   05/2019 – 09/2019 | Victoria, BC, Canada
Momentum Dashboard ⬈

Chrome's new tab page with a personalized productivity dashboard to help users stay focused and organized with over 3 million downloads

- Contributed to the development of features for the Momentum "New Tab" app and Momentum Team, an internal launch pad for companies and teams to access tools and key data for their daily tasks.
- Developed modular, reusable components with industry best practices for the "Links" and "Todo" apps, helping users increase productivity.
- Implemented API endpoints and DB model to capture feedback submissions from users to identify bugs and gather feature suggestions.

Education

BSc Computer Science
University of Victoria, Canada
Software Engineering Co-op

Product Management
Brainstation, 2022 Certificate ⬈

Skills

Product Management: Agile, Competitive analysis, User experience research, A/B testing, B2B, B2E
Services: GitHub, Asana, Jira, Stripe, Zapier, Looker, Mixpanel, Figma, AWS, InVision, Web integrations
Web Technologies: React, Vue, Typescript, BackboneJS, GraphQL, SQL, Cypress, Jest, AMP for Email, Git, APIs, HTTP