

# ANTHONY ARRUDA MILNE

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## EXPERIENCE

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### GOPUFF

March 2021 - Present

Product Operations Manager | (Former Product & Strategy Intern)

San Francisco, CA

- Gopuff delivers consumer goods, food, alcohol, and prescriptions in 30 minutes across 650 US cities. Backed by Accel and SoftBank.
- Supported launch of Gopuff Health Pharmacy, enabling customers to apply for, order, and receive prescription drugs and medications.
- Developed Pharmacy's operational procedures to ensure prescription delivery within 30 minutes and scaled processes to be implemented in all Pharmacies across the US.
- Directed team of 10 engineers to integrate Gopuff with external telehealth provider, Wheel, and build API to store patient data and operational reporting metrics.
- Implementing event tracker to aggregate data on consumer behaviors for data-driven demand forecasting inventory tool.

### APPLE INC.

June 2020 – September 2020

Product Management Intern, User Experience Team

Sunnyvale, CA

- Created a research and data repository platform through Apple iCloud services. Managed the product team from concept through development.
- Developed the product's vision, timeline, and completed the feasibility assessment for the first 3 product release phases.
- Designed the platform's UI/UX through Sketch and collaborated with engineers to build a working prototype in 12 weeks.
- Conducted 20 user interviews, as well as usability testing and user data analysis to understand consumer needs and build user empathy.
- Completed Product Requirements Document, User Research Proposal, Cost-Benefit Analysis, and Competitive Analysis Report on existing cloud repository platforms.

Campus Representative – Lead Accessibility Pro

March 2018 – May 2020

- Managed team of 15 other campus representatives nationwide on application-based projects. Ranked in top 10 out of 60 representatives.
- Identified Accessibility Services as a new strategic area for Apple expansion on college campuses. Presented sales program at national Campus Rep Conference in Cupertino, CA.

### DALI LAB INCUBATOR

April 2019 – April 2020

Product Manager & Product Designer

Hanover, NH

- Digital Applied Learning and Innovation (DALI) Lab Incubator sources students to support early-stage tech companies.
- 6AM Health: Health food company, managed and designed the mobile app and customer loyalty rewards program, reduced user friction and decreased timing of the customer order process by 45%, collaborated with Developers to program working product.
- Mission Countdown: Created, designed, and currently managing an app experience that connects young children with their deployed military parents. Project recognized and published in Prototypr product journal.

## EDUCATION

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### DARTMOUTH COLLEGE

Graduated Magna Cum Laude, June 2021

B.A. in Quantitative Social Science, minors in Human-Centered Design and Computer Science

Hanover, NH

- GPA: 3.85/4.0
- Honors: Product design work published in Prototypr journal, Academic Honors Citation in UI/UX Design Course
- Technical Skills: JavaScript, Node.js, React.js, Java, Python, HTML, CSS, R, Wireframing (Figma, Sketch), Adobe Creative Suite, Excel

### THE RIVERS SCHOOL

Graduated Summa Cum Laude, June 2017

- GPA: 3.9/4.0. ACT Composite: 34/36

Weston, MA

- Leadership & Activities: Student Body President, Rivers Technology Education & Integration Initiative (Head Student Rep), Rivers Givers Youth Philanthropy Group, Rivers Red Key Tours & Panelist Speaker

## LEADERSHIP & ACTIVITIES

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### DARTMOUTH SPECIAL PROGRAMS & EVENTS COMMITTEE

September 2017 – June 2021

Board Member

- Manage and allocate the student activity fee budget of \$250,000 to student organizations and events.

### DARTMOUTH HILL WINDS SOCIETY

January 2018 – June 2021

Board Member

- Selected as one of ten students to foster alumni engagement by organizing and speaking at alumni events, and by advising alumni on where to allocate money within Dartmouth.

### DARTMOUTH ALPHA CHI ALPHA FRATERNITY

April 2019 – June 2021

Treasurer

- Elected to manage budget of over \$125,000 including allocation for scholarships.

### DARTMOUTH BROVERTONES A CAPPELLA

September 2017 – June 2021

Member