




# Andrew Coles

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## Summary

Product Owner with 5+ years of experience leading agile delivery of enterprise web platforms, APIs, and SaaS tools. Skilled at defining product vision, managing backlogs, and coordinating across UX, engineering, and business stakeholders to deliver scalable, high-performing digital solutions. Adept at translating data and stakeholder feedback into actionable features that improve performance, usability, and customer satisfaction. Experienced in SAFe Agile environments and cross-train collaboration to deliver continuous platform improvement and measurable business outcomes.

## Experience

### CorporateTools

Feb 2025 - Oct 2025

Product Manager

Remote

- Owned backlog and sprint delivery for client-facing web and API tools supporting 50K+ business users.
- Partnered with engineering and UX to prioritize performance enhancements, achieving 60% improvement in search speed and platform accuracy.
- Supported SAFe Agile planning cycles including backlog grooming, PI planning, and cross-train dependency coordination.
- Defined requirements, user stories, and acceptance criteria aligned with business goals and technical feasibility.
- Leveraged analytics and customer feedback to guide iteration and validate feature performance post-launch.
- Collaborated with marketing and operations to align release strategy with customer experience and SEO goals.

### ZenBusiness

May 2022 - July 2024

Product Manager

Austin, TX

- Managed roadmap and delivery for internal and customer-facing web tools, improving operational efficiency and data reliability.
- Partnered with product and engineering leadership to prioritize enhancements across multiple business units.
- Created and maintained product backlog aligned with KPIs around activation, engagement, and NPS.
- Led defect triage and release planning, ensuring consistent delivery of high-quality features.
- Collaborated closely with design and development to ensure UI/UX consistency and accessibility compliance.
- Conducted A/B testing and analytics reviews to drive evidence-based decisions and platform improvements.

### ZenBusiness

May 2021 - May 2022

Associate Product Manager

Austin, TX

- Supported product lifecycle activities across agile teams including story writing, sprint planning, QA/UAT, and stakeholder demos.
- Documented acceptance criteria and user requirements for new internal tools improving service fulfillment accuracy.
- Coordinated cross-team dependencies to maintain delivery cadence across parallel development tracks.

### ZenBusiness

July 2020 - May 2021

Customer Success Representative

Austin, TX

- Partnered with product team to translate customer feedback into actionable roadmap improvements.
- Identified and communicated platform issues, informing backlog prioritization and defect resolution.

## Skills

### Product Management

Backlog Management · PI Planning · SAFe Agile · Sprint Prioritization · Epic & Feature Definition · Requirements Gathering · Roadmap Delivery · KPI Tracking · Release Coordination · Stakeholder Alignment · Product Lifecycle Management

### UX Design & Research

Figma · Wireframing · User Journey Mapping · Usability Testing · Qualitative Synthesis

### Technical

SQL · API Integrations · Cloud Services (AWS) · Data-Driven Decision Making · QA / UAT · Metrics Dashboards

### Agile

Scrum / Kanban · Sprint Planning · Acceptance Criteria · QA / UAT

## Education

### University of Texas at Austin

2017 - 2020

Master of Science, Information Studies (UX Design Focus)

### New Mexico State University

2012 - 2016

Bachelor of Science, Electrical & Computer Engineering (DSP Focus)