Cameren Smith

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SUMMARY

High impact servant leader, design-thinking sherpa, and program visionary with a proven track record of operational excellence, nonprofit experience, and leading climate-aware initiatives.

EXPERIENCE

Product Manager, Platform Services

Simpson Strong-Tie   October 2022 – October 2025

· Led the strategy and execution of **STUDS Design System**, defining **UI/UX standards for Platform, mobile and desktop experiences**, governance, and QA to ensure consistency, accessibility, scalability, efficient research and design-to-development handoff across the platform.
· Coordinated **SAFe PI planning** for dependent teams building into Platform using STUDS and APIs.
· **Led UAT** by coordinating demo meetings, regular stakeholder reviews, open comms and service level agreement standards.
· Curated platform-wide **roles and permissions strategy**, defining access models, user hierarchies, and entitlement logic to support complex enterprise workflows.
· Owned **IAM** product flows across authentication, authorization, and lifecycle management, **aligning security standards with InfoSec and IT** (SSO, RBAC, least-privilege) with intuitive GUI.
· Used **Generative AI (Copilot + ChatGPT) to flesh out PRDs** and assist with UI prototyping, backlog grooming, story writing, roadmapping and feature prioritization.
· Led automation of **tenant provisioning and deprovisioning workflows**, reducing manual approvals, accelerating user onboarding, and improving audit readiness.
· **Defined and tracked KPIs** for platform UX and access management, tracking adoption, permission errors, access-related support tickets, and time to-productivity.
· Carried out **qualitative and quantitative research** with internal and external stakeholders, using Salesforce to track account health with Customer Success, Account Managers, Sales Engineers and other Product Teams.

Product Owner (1099)

Maven Solutions   March 2022 – September 2022

· Built Maven School, a B2B EdTech platform delivering tailored learning eLearning pathways for student groups within educational organizations.
· Worked closely with superintendents and other stakeholders to deliver MVP within contract bid window.
· Supported the 6-month strategic transition from Trainable Platform to Maven School, expanding platform capabilities and capturing a broader institutional audience, including 3 school districts.

Customer Success Manager (1099)

Soar   December 2021 – September 2022, Remote

· Managed **20+ active partner relationships** using HubSpot CRM, ensuring every conversation was logged, labeled, and accurately progressed through the pipeline.
· Drafted and sent **follow-up emails, onboarding messages, and value communications** to keep partners aligned on timelines and next steps.
· Coordinated **mass outreach communications** to cohorts of customers, delivering structured updates on milestones, resources, and announcements.
· Ran weekly **pipeline health reviews**, identifying churn risks, expansion opportunities, and operational blockers.
· Served as primary partner contact, representing the organization professionally and enthusiastically in all written and verbal communication.
· Translated partner feedback into actionable insights shared with leadership and product teams.

Customer Success Engineer

XL.net   September 2021 – December 2021, Remote

· Consolidated inbound partner communication into a centralized tracking system to improve visibility and response quality.
· Coordinated across support, engineering, and operations teams to resolve recurring partner issues.
· Improved internal documentation and communication processes, reducing inbound support volume.

PROJECT

OpenEco

Developer · www.open-eco.org/ · November 2025 – Present
· Architected, built and distributed an **open-source, enterprise-grade carbon accounting platform that companies can self-host on their own infrastructure.**

EDUCATION

Bachelor's in Management Information Systems
University of Wisconsin-Milwaukee · Milwaukee, WI · 2015
· International Business Certificate

CERTIFICATIONS

AI for Product Management
Pendo.io · 2025

Professional Scrum Product Owner II
scrum.org · 2024

Professional Scrum with User Experience
scrum.org · 2023

Certified Jira Administrator ACP-120
Atlassian · 2022

ICAgile Team Facilitator
ICAgile · 2022

VOLUNTEERING

Digital Experience Lead
Mothers to Daughters, 501(c)(3) non-profit · November 2025 – Present
· Coordinated onboarding of partners and volunteers into shared tools, content systems, and workflows.
· Drafted structured communications and documentation to support distributed program execution.
· Worked closely with nonprofit leadership to align timelines, announcements, and operational priorities.

Product Manager / Web Program Coordinator
Koenig Childhood Cancer Foundation, 501(c)(3) non-profit · October 2025 – Present
· Supported cross-stakeholder coordination across donors, leadership, and volunteers.
· Drafted partner-facing communications and documentation to clarify goals, timelines, and next steps.
· Contributed operational insights and recommendations to leadership based on stakeholder feedback.

SKILLS

Skills: Product Design, JavaScript ,TypeScript, React, Node.js, Python, CI/CD, PowerBI, Tableau, Figma , Jira, Confluence, Agile Scrum, PRDs, RACI, QA, Salesforce, HubSpot, MBRs, QBRs, CSAT, SUS, NPS, GA4, CrazyEgg, Excel, PowerPoint, Mass Communication