

Gilberto Hernandez

ghdz89@gmail.com
(713) • 261 • 7257

Education

Rice University – Houston, Texas

August 2008 to May 2012

B.S. Electrical Engineering, specialized in photonics and nanoengineering

Career

Domino Data Lab, Product Manager, Technical Content– July 2020 to Present

- Driving adoption of Domino by launching a new, user-centric information architecture in the Domino documentation, informed by workflows identified in training sessions and 10+ user interviews with data scientists.
- Codified the production process for technical content, successfully used by 10+ colleagues across five Domino releases.
- Collaborated with field, marketing, and design teams to implement modern branding and design patterns for Domino's technical content.

MongoDB, Senior Product Manager, Developer Experience – October 2018 to April 2020

- Defined the core user personas and product roadmap by leading one of the largest product research efforts at MongoDB, collecting survey data from 1,200+ customers, NPS surveys, and interviews with users across 17 countries.
- Drove adoption of MongoDB Atlas (cloud database) 2x by addressing developer pain points in the onboarding experience, launching a guided onboarding feature in Atlas along with new technical guides in the documentation.
- Increased product feedback 30x for all MongoDB products by collaborating with engineering and design teams to build and launch new instrumentation for our largest source of inbound user feedback.
- Built an in-house user community to facilitate product research, beta testing for upcoming features, and user generated technical content.

Codecademy, Product Manager, Curriculum – April 2017 to August 2018

- Developed the pedagogy strategy for Codecademy's core product offering (courses), resulting in a 12x increase in course completion rates, and paving the way for Pro Intensives, the company's first paid career path product.
- Interfaced with the Platform engineering and design teams to build and launch Codecademy Author, a brand new, internal CMS dedicated to scaling curriculum production.
- Developed and standardized the course production process used by over 12 curriculum engineers and successfully used for 30+ course launches.

Codecademy, Senior Curriculum Engineer – August 2015 to April 2017

- Authored and launched two of the top five most popular courses on Codecademy – "Learn HTML" and "Learn Java" – resulting in 3.5+ million unique exercise completions.
- Scoped and designed "Code Challenges", a new feature that allowed learners to repetitively practice newly-learned coding skills, resulting in a repeat engagement rate over 80%+.
- Led and managed a partnership with IBM to launch a course on the Watson API using videos on the Codecademy platform, a first in the company's history.

YES Prep Public Schools, 7th Grade Math Teacher – July 2014 to June 2015

- Achieved a proficiency level equivalent to a 2nd year teacher on the YES Prep Instructional Evaluation Rubric (IER) within my first six months of teaching.
- Led 89% of my students to meet or exceed their yearly Student Achievement Forecast (SAF) score.
- Founded an after-school mentorship program for at-risk students to foster and support emotional intelligence and self-discipline through the sport of boxing. Partnered with a local boxing gym and raised \$2,000 to fund the program.

CenterPoint Energy, Transmission Protection Engineer – June 2012 to June 2014

- Implemented fault protection schemes for critical 69, 138, and 345 kV transmission lines using electromechanical and microprocessor relays.
- Designed electrical substations to provide enterprise clients of CenterPoint Energy with industrial electrical service.
- Analyzed and located transmission line faults for the city of Houston through 24/7, on-call support rotations.

Skills

Python, Python data analysis libraries (Pandas, Numpy, Matplotlib), Jupyter Notebooks, SQL, A/B Testing, Looker, Mixpanel, Google Analytics, User Research, User Story Mapping, Jira, Agile/Scrum methodologies, Git, GitHub, Bash, JavaScript, Java, MATLAB, MongoDB, AWS S3. Leadership. Communication. Native fluency in English and Spanish.