GREGORY M. LAURENT

PRODUCT MANAGER ▪ SOFTWARE ENGINEER ▪ SYSTEMS INTEGRATOR

Self-driven professional with successful transitions across **business and technical domains. Cross-disciplined experience** working on agile-driven teams alongside stakeholders to design, develop, scale, and maintain **SaaS and B2B products**. Nearly **fifteen years** of positively impacting business, including **directly generating over $1M** in **award-winning proposals** and **research-based, product-led solutions**. Extensive experience **integrating with and modernizing** critical, platform-wide **legacy systems** with **zero downtime**.

✉ hire@greglaurent.com　　　　📞 +1 755.300.9291　　　　⌂ Reno, NV

EXPERIENCE

PRODUCT MANAGER

PROS
HOUSTON, TX *(REMOTE)*

MAY 2022–CURRENT

Platform product manager of PROS B2B Data Management to modernize a transformational data platform company-wide.

- **Led** a team to **turn around a multi-year, stalled project** to its **first production deployment.**
- Pilot targeted cost reduction projects to **save 94%, $600K/year;** Track volume-based costs to improve product packaging and maintain margin as the platform expands.
- Improved a customer data quality report, resulting in a **40% reduction in related support tickets.**
- **Promote** a consistent, **product-led vision across all organizations and customers** as an initiative owner on the Product team.
- **Collaborate** with stakeholders to **define and prioritize product requirements**; Drive **product-focused requirements** with technical teams for designs, estimates, and tracking efforts.
- Maintain **long-term product roadmaps** and **coordinate priority-driven resources** across product teams for platform integration, development, and improved stability.

SENIOR SOFTWARE ENGINEER

LOOMIS US
HOUSTON, TX *(REMOTE)*

SEPTEMBER 2018–MAY 2022

Senior member of the small, product-focused SafePoint Team, dedicated to supporting all aspects of business-critical applications, which included responsibilities ranging from technical product management to software development.

- **Modernized** critical financial platform (tracks $1B txns/day) with **zero downtime, data loss, or user interruptions**; Core contributor to research, design, and implement a solution to **re-architect and migrate core transaction systems.**
  1. Worked closely with all stakeholders to assess risk and draft roll-out plans with recovery.
  2. Assisted with designing and building a new event-driven platform with transparent legacy system integration.
- **Coordinated** with internal and external stakeholders on a customer **onboarding pipeline.** Customer Support **increased productivity by over 60%** with **no staff increases.**
- **Gathered requirements, developed, and tested** a customer feature to **retrofit increased granularity of cash deposits** for all transmitted funds with exacting accuracy.
- Assisted with **company-wide standards** for continuous integration and deployment pipelines on a dedicated team focused on **accelerating product deployments**.

Experience (continued)

TECHNICAL LEAD

PROGENY SYSTEMS
LAS VEGAS, NV

MAY 2010–SEPTEMBER 2018

Department of Defense (DoD) contractor focused on research and development and drafting Small Business Innovation (SBIR) proposals through rapid prototyping and feasibility analysis.

- **Individually generated** over **$1M in revenue (2016-2018)** with **award-winning research** proposals.
  1. Phase I and II awarded SBIR solicitations to modernize global Naval Fuel Depot Asset Management business processes. Successful productization a first-of-its-kind mobile application to integrate with IBM Maximo.
  2. Phase I awarded SBIR solicitation to support modern Naval galley kitchens with a mobile application for forms, guides, and on-site digital training.
  3. Primarily authored and provided technical product guidance on a Phase I awarded SBIR solicitation for the Naval health and wellness information ashore and afloat.
- Key **developer and researcher** on Phase I and II solicitations using **OCR to digitize and trace schematics** for safety procedures and maintenance on high-pressure systems.
- Specialized in designing and building **modern solutions** that **integrate with secure legacy systems**.
- Conducted **product demonstrations and engaged with customers** to maintain product scope and delivery.

WEB DEVELOPER

AMERICAN KIOSK MANAGEMENT
LAS VEGAS, NV

JULY 2009–MAY 2010

- Built and maintained both customer-facing and internal websites as the only in-house developer.
- Created company-wide training content and videos for sales associates in the field.

Skills

SOLUTION-DRIVEN PRODUCTS
- Drive products with a constancy of purpose
- Quality solutions are built, not inspected
- Focused iterative improvements

TECHNICAL EXPERTISE
- Implemented an array of SaaS/B2B solutions
- Proven work with critical systems integration
- Deductive decision, analysis, and resolution

TEAM-ORIENTED LEADERSHIP
- Facilitate cross-functional collaboration
- Practice effective communication
- Empower team members to take ownership

HOLISTIC APPROACH
- Think systemically to answer *why*
- Situate problems as part of a greater whole
- Monitor feedback as the element of control

Education

TEXAS TECH UNIVERSITY

B.B.A., *Summa cum Laude* ▪ 2008
MANAGEMENT INFORMATION SYSTEMS

Security Clearance

DoD SECRET

INACTIVE ▪ 2020