

WORK EXPERIENCE	<b>Jackie Loven Art</b> <i>Sole proprietor</i> <span style="float: right;"><i>Oct 2023 - present</i></span> <ul style="list-style-type: none"> <li>Created and sold glass duck figurines, projected 2024 revenue \$35k on jackielovenart.com</li> <li>Grew Instagram marketing account from 0 to 25,000 followers in under 1.5 years (with 300+ email subscribers); published and sold 15-page data-driven guide for replicating these results</li> </ul>
	<b>HealthEquity (via acquisition of Luum)</b> <i>Manager, Technical Product Management</i> <span style="float: right;"><i>May 2022 - Oct 2023</i></span> <i>Senior Technical Product Manager</i> <span style="float: right;"><i>Oct 2021 - May 2022</i></span> <i>Technical Product Manager</i> <span style="float: right;"><i>Sept 2020 - Oct 2021</i></span>
	<b>HealthEquity Technical Product Management Team</b> <ul style="list-style-type: none"> <li>First TPM at HealthEquity, reported to VP Software. Hired and led new team of 3 to introduce technical context to organization-wide product management. Designed technical specifications for card processor API integration across 15+ internal teams, Fiserv/ Visa/ MasterCard 3P partners</li> <li>Identified fragmented cross-org planning and wrote consolidated runbook for successful transfer of HSA card data processing to new Fiserv API for 2.8MM members and 10k enterprise clients</li> </ul>
	<b>Luum Technical Product Management Team</b> <ul style="list-style-type: none"> <li>Owned ‘Commute’ product vertical: ideation, roadmap prioritization, technical product specifications, project management, delivery, internal communication, and external demos to large enterprise clients. Established new process to write, review business requirements &amp; tech specs</li> <li>Owned 3P API integration with Lyft for initiating Lyft rides within the Luum app. Managed delivery and client beta test, and worked with Lyft to add additional Lyft API functionality</li> <li>Managed priorities and delivery for Luum mobile development team (Agile, scrum). Raised mobile MAU by +6% in 2022 and raised Luum app store star ratings by +126% (iOS), +45% (Android)</li> <li>Hired for team of 2, managed cross-team dependencies. Presented roadmap at conference of 300+</li> </ul>
	<b>Wrench</b> <i>Product Manager</i> <span style="float: right;"><i>Jan 2020 - July 2020</i></span> <i>Software Engineer</i> <span style="float: right;"><i>July 2019 - July 2020</i></span> <ul style="list-style-type: none"> <li>Owned design and delivery for new Wrench enterprise product landing site functionality</li> <li>Led quarterly roadmap planning across design, engineering, and UX teams pursuant to OKRs</li> <li>Established UX testing strategy, led multi-user tests to improve customer conversions</li> <li>Developed Angular features (refined car service booking flow, map visualization, catalog search, click tracking integration with 3P software Pendo). Automated app store deployments</li> <li>Interviewed engineers, hired and mentored software intern. Developed coding hiring homework.</li> </ul>
	<b>Amazon</b> <i>Software Development Engineer</i> <span style="float: right;"><i>Sept 2017 - June 2019</i></span> <ul style="list-style-type: none"> <li>Sole frontend engineer on primarily backend team: created new e-commerce site ‘The Drop’ for mobile &amp; desktop launch in 10 countries. Designed scalable system for weekly launch state changes</li> <li>Developed low latency features for mobile, desktop, Echo devices w/ legacy systems, accessibility.</li> </ul>
PATENTS	<b>Particular actionable GUI object in modal window</b> (Amazon, US10860181B1) <span style="float: right;"><i>Granted 2020</i></span>
INTERNSHIPS	<b>Sonos</b> <i>Data Analytics Software Engineer 2016</i> <b>Travelers Insurance</b> <i>Software Engineer 2015</i>
PERSONAL PROJECTS	<b>Jackie’s Glass Duck Stickers</b> (paid iOS app on Apple App Store: 5 stars, 50 downloads) <span style="float: right;"><i>2023</i></span> <b>Amazon WebDevCon</b> (30-min technical talk ‘Introduction to JavaScript Unit Testing’) <span style="float: right;"><i>2019</i></span> <b>Cornell Baker Glass Lab</b> (Glass hardness OpenCV research: jackieloven.com/tech/glass) <span style="float: right;"><i>2017</i></span>
EDUCATION	<b>Cornell University</b> (B.S. Materials Science and Engineering) <span style="float: right;"><i>Grad. Aug 2017</i></span> <b>Worcester Polytechnic Institute</b> (Early college program) <span style="float: right;"><i>2013 - 2014</i></span>
PROGRAMMING SKILLS	<b>Languages:</b> Java, SQL, with experience in JavaScript, React, React Native, Angular 8+, Python, AngularJS, MATLAB, Bash, OpenCV, HTML/ SCSS. Github: github.com/jLoven <b>Platforms/ Software:</b> AWS, Azure Cloud, iOS/ Android, Asana, Azure DevOps, Figma, Canva <b>Methodologies:</b> Agile, Scrum, Kanban, RICE prioritization framework