Jackie Loven

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WORK EXPERIENCE

Jackie Loven Art
Sole proprietor — *Oct 2023 - present*
- Created and sold glass duck figurines, projected 2024 revenue $35k on jackielovenart.com
- Grew Instagram marketing account from 0 to 35k followers in under 1.5 years (with 400+ email subscribers); published and sold 15-page data-driven guide for replicating these results

HealthEquity (via acquisition of Luum)
Manager, Technical Product Management — *May 2022 - Oct 2023*
Senior Technical Product Manager — *Oct 2021 - May 2022*
Technical Product Manager — *Sept 2020 - Oct 2021*

HealthEquity Technical Product Management Team
- 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
- 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

Luum Technical Product Management Team
- 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 & tech specs
- 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
- 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)
- Hired for team of 2, managed cross-team dependencies. Presented roadmap at conference of 300+

Wrench
Product Manager — *Jan 2020 - July 2020*
Software Engineer — *July 2019 - July 2020*
- Owned design and delivery for new Wrench enterprise product landing site functionality
- Led quarterly roadmap planning across design, engineering, and UX teams pursuant to OKRs
- Established UX testing strategy, led multi-user tests to improve customer conversions
- Developed Angular features (refined car service booking flow, map visualization, catalog search, click tracking integration with 3P software Pendo). Automated app store deployments
- Interviewed engineers, hired and mentored software intern. Developed coding hiring homework.

Amazon
Software Development Engineer — *Sept 2017 - June 2019*
- Sole frontend engineer on primarily backend team: created new e-commerce site 'The Drop' for mobile & desktop launch in 10 countries. Designed scalable system for weekly launch state changes
- Developed low latency features for mobile, desktop, Echo devices w/ legacy systems, accessibility.

PATENTS

Particular actionable GUI object in modal window (Amazon, US10860181B1) — *Granted 2020*

INTERNSHIPS

Sonos *Data Analytics Software Engineer 2016*   **Travelers Insurance** *Software Engineer 2015*

PERSONAL PROJECTS

Jackie's Glass Duck Stickers (paid iOS app on Apple App Store: 5 stars, 50 downloads) — *2023*
Amazon WebDevCon (30-min technical talk 'Introduction to JavaScript Unit Testing') — *2019*
Cornell Baker Glass Lab (Glass hardness OpenCV research: jackieloven.com/tech/glass) — *2017*

EDUCATION

Cornell University (B.S. Materials Science and Engineering) — *Grad. Aug 2017*
Worcester Polytechnic Institute (Early college program) — *2013 - 2014*

PROGRAMMING SKILLS

Languages: Java, SQL, with experience in JavaScript, React, React Native, Angular 8+, Python, AngularJS, MATLAB, Bash, OpenCV, HTML/ SCSS. Github: github.com/jLoven
Platforms/ Software: AWS, Azure Cloud, iOS/ Android, Asana, Azure DevOps, Figma, Canva
Methodologies: Agile, Scrum, Kanban, RICE prioritization framework