

Over 8 years of extensive experience building user-first and data-driven solutions, leading from within operations and product teams. My expertise has evolved through innovative & broadscaling SaaS startup companies during their hyper-growth & strategy defining moments. I'm a dedicated learner & self-starter surely quick to ramp up & drive impact.

Experience

General Assembly | Manhattan, NY

Product Operations Manager

June 2022 - July 2023

- Automated Jira ticket actions and assisted with project board setups to support Product and Technical Project Manager's workflows, increasing sprint efficiency
- Refined and triaged service desk & stakeholder tickets across the Product department, designed custom metrics and dashboards to provide ticket volume trends and insight reports to serve as strong strategic planning artifacts
- Updated the Software Development Capital Expense policy & work tracking practices, resulting in more accurate captures of resource allocation, ~30% increase in capitalizable work reported, and an immediate EBITA increase
- Managed information radiators for the Product department to ensure stakeholder alignment and effectively communicated product roadmap updates among relevant business partners

DailyPay | Manhattan, NY

Senior Partner Support Analyst

September 2020 - May 2022

Partner Support Analyst

May 2019 - September 2020

- Provided implementation and technical support for enterprise clients
Created dashboards to monitor and reduce revenue impacting outages, documented technical specifications & resources for troubleshooting
- Improved support case resolution efficiency & CSAT scores by developing team product trainings, case escalation paths, technical troubleshooting documentation, and product knowledge base articles
- Collaborated with leadership to define SLA and KPI metrics for Partner & Customer Support teams
- Streamlined product feedback integration and sourced enterprise clients for new feature testing, partnering with Product and implementation teams to refine product offerings & enhance user experience

The Pintern | Central Islip, NY

Founder & E-commerce Operations Manager

May 2019 - August 2021

- Design and sell enamel pins through e-commerce platforms and partnerships with student and community driven organizations
- Responsible for product and packaging design, manufacturer collaboration, order processing, marketing, and managing e-commerce storefronts through Shopify and Etsy Marketplace platforms
- Leverage data analytics, SEO, market trends data, and targeted ads to drive organic traffic and conversion rate

Lyft | Queens, NY

Senior Driver Operations Associate

September 2018 - May 2019

Driver Operations Associate

December 2016 - September 2018

- Delivered operational and technical support for the driver app and back-end platform
- Led pilot programs to reduce wait & resolution times for in-person driver support, improved associates' CSAT and NPS scores tied to onboarding and product support
- Supported product launches and operational initiatives including Lyft's Car Rentals, rollout of the Amp Light hardware, development of the nation-wide rider's lost & found database, and NY State market expansion
- Synthesized Product feedback to inform Lyft's driver app enhancements, collaborated with UX Researchers and Product Designers on survey distribution, focus group facilitation, driver outreach programs, and workflow design for product feedback collection and synthesizing

Yaleet, Inc. | Melville, NY

Operations Associate

October 2015 - December 2016

- Managed over \$1 million in annual revenue for flagship brands including Nordstrom, Zappos, QVC, and Zulily, created custom pitch decks and sales programs to drive brand growth
- Approved social media content and managed Co-op advertising accounts
- Assisted with product photography, photo retouching, and the design of seasonal product catalogs.

Dom Vetro | Brooklyn, NY

Contractor - Technical Support

January 2015 - April 2015

- Researched and documented federal name change policies for product development MVP stages
- Conducted product usability and QA testing
- Collaborated with offshore engineering teams to refine user-flows, data mapping, and SWOT analysis
- Scaffolded databases to track production volumes and SKU management for luxury eyewear inventory

Ipsos | Manhattan, NY

Contractor - Election Night Vote Count Project,

August 2014 - November 2014

Regional Coordinator

- Managed and provided mission critical training to multiple agents for polling data collection during the 2014 Primary Elections
- Cross-functionally communicated project requirements and statuses with NY State Director, County Commissioners, and Election Agents.
- Ensured accurate data input and resolved any discrepancies between project data and poll location results
- Conducted a dress rehearsal event, simulated the Election Night to ensure all systems and personnel were prepared for the project launch

3D Systems | Manhattan, NY

Contractor - Retail Experience Coordinator

April 2014 - August 2014

- Installed, demoed, and serviced new-to-market commercial and consumer 3D printers across multiple stores in the NY Metro Area
- Ensured product functionality and kept display sections to brand image standards
- Demonstrated product to customers to emphasize the technology's practical applications, benefits, and broke barriers to entry for at home 3D printing
- Trained store associates with industry and product knowledge including hands-on training for machine maintenance and sales support

Education

General Assembly

May 2024

Full Stack Engineering Certificate

General Assembly

April 2018

UX UI Design Certificate

St. John's University

May 2015

Advertising - Bachelor's Degree

Communication Arts Minor

Skills

Languages - JavaScript, HTML5, CSS3, Python, SQL

Libraries and Frameworks - Express.js, React.js, Vue.js, Node.js, jQuery, SASS, TailwindCSS, Bootstrap, Flask

Databases & Analytics - MongoDB, PostgreSQL, DataDog, Metabase, Tableau

Other - Atlassian Jira, Confluence, Loom, Zendesk, Trello, Figma, Notion, Asana, Lattice, Slack, Salesforce, Hubspot, Agile, Scrum, MVP Development, Iterative Design, Google Suite, CLI, OAuth, RESTful Routing, APIs, FTP Feeds, Cyberduck, JSON, MVC frameworks, Postman, Git, Github, VSCode, Miro, CRMs, Product Development, Root Cause Analysis, Understanding of Object-Oriented Design Principles, Project Management, Technical Documentation, User Research, Product Roadmaps, Process Optimization, Instinctive Curiosity, Engagement, & Enthusiasm