

CONTACT

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EDUCATION

Western
University | 2016
B.S. Mechanical Engineering
Business Certificate

SKILLS

Operations
Jira | Salesforce | Intercom

Analytics
Power BI | Amplitude
Segment | SQL

Development
Front
React, JS | SaSS, CSS | HTML
Back
Python | Node.js | APIs | GraphQL
PostgreSQL | MongoDB
Tools
Git | Postman

Design
PS | Adobe XD | Material Design

Agile
Certified Scrum Master

Interpersonal
Change Management | Presenting
Coaching | User Research

HOBBIES

Cycling
Virtual cycling (Zwift) to
stay in shape during the pandemic.

Adventure Travel
Solo expeditions in Alberta,
scuba diving, trekking, and camping.

Squash
Recreational player -
always open for a quick match.

EXPERIENCE

CMIC Construction Software | April 2019 - Present

Mid sized, \$65MM ARR on-premise and cloud deployed B2B ERP providing HCM, accounting and project management applications for general contractors and other trade professionals.

Product Manager, Growth

- Resolved the leading cause of customer churn by releasing a new cross-functional product suite that *accelerated customer time to value by 66%*.
- Reduced release cycle *from 6 months to weekly* by designing, managing and implementing multiple tools, processes and cultural changes relating to Prod and DevOps. The system is now being scaled across 8 development groups and over 100 employees.

Associate Product Manager

- Championed company-wide adoption* of product analytics by capturing actionable customer data. Pitched executive management, engineered a proof-of-concept and campaigned for cross-department support.
- Re-designed the punch list feature by applying ‘jobs to be done’ methodology. Added missing functionality that prioritized data interoperability; uncovered through customer interviews, a beta program and surveys.

Freelance Technology Consultant | Feb 2018 - Present

Sole proprietorship providing product management and programming services.

Client Highlight: MLG Consulting

Promoted from Product Manager to Director of Technology for a start up that provided marketing, legal, financial, and development services to emerging technology companies.

- Managed international SMB and enterprise sales, operations, and product development for all technology related engagements.
- Closed \$250,000 in project work* and maintained department profitability.
- Curated a *90 hour technology course for a University*, managing 15 direct reports and subcontractors.
- Outlined product specifications and managed the delivery of simple web applications utilizing emerging technologies.

Intellitix | May 2017 - Apr 2018

B2B FinTech startup providing access control, cashless payments and operations analytics for live events such as Comic Con, Tomorrowland, and the CrossFit games. Reported to the Director of Product.

Hardware Product Engineer & Fulfillment Operations Manager

- Managed supply chain, timelines, budget, and maintenance for all hardware assets. Contributed to R&D.
- Improved equipment fulfillment gross profit margins by 25%* by managing a team of 10 operators, negotiating volume based pricing and improving production efficiency during 300% YoY customer growth.
- Created an internal analytics pipeline to *measure and report equipment utilization, performance, and ROI* for \$10,000,000 in hardware assets using inventory tracking software, MySQL and PowerBI.

Big Ass Solutions | May 2016 - May 2017

International manufacturer of HVAC systems with products spanning residential, commercial and industrial markets.

Project Consultant, Sales

- Technical sales using a consultative method. *Closed \$2,200,000 in sales* with an average contract size of \$7,000.
- Consistently exceeded targets, ranked as the *top sales person* for Canadian industrial sales.
- Established new markets by analyzing purchase data, interviewing potential customers, and regulatory research. Created and implemented a strategy that *boosted pipeline by \$500,000*.