

# Juvensen Jules

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I am a Product Manager with 4+ years of experience learning every day how to build products people love. I enjoy conducting customer interviews, developing product roadmaps, crafting strategies, defining product requirements, and leading cross-functional teams toward achieving a unified goal. I have experience in Software Technical Program Management and Software Engineering. Skills: C++, Python, HTML/CSS, JavaScript, BASH, Git, MySQL, Figma, Prompt engineering, product requirements, user research, team planning/roadmapping.

## WORK EXPERIENCE

Pinterest | Brooklyn, New York | Product Management

*Identity, age verification | Trust and safety (full time) 03/2025 – Present*

- Drove Account Access & Support Cost Reduction Strategy: Led cross-functional analysis to rebaseline OKR targets, authored PRDs, and shipped multiple deflection features, including in-product email verification reminders (launched to 100%) and a password-reset chatbot (projected to deflect ~270 tickets/month at 90% containment), contributing to a roadmap targeting 15% annual ticket volume reduction.
- Owned 2-Year Age Assurance Strategy & Global Compliance: Took ownership of Pinterest's age assurance strategy, presenting a comprehensive "state of the union" and unified roadmap to Trust leadership. Secured executive sign-off on age verification compliance plans for Australia, Brazil, and Texas, authoring PRDs for App Store integration, parental consent flows, and proactive minor identification.

LinkedIn | San Francisco, California | Product Management

*Account Recovery | Trust and safety (full time) 08/2023 – 3/2025*

- Reduced false positive rate from 26% to 10% and false negative rate from 20% to 4% by leveraging biometrics, enhancing AI models, and improving manual review quality.
- Decreased operational costs by 10% by increasing automation and boosting platform availability from 94% to 99%. ▪ Strategically decreased customer appeal friction by revamping the second look experience for appeals and removing overly punitive rules. ▪ Led team through a 3-day strategy workshop, **developing** a 2-year vision, mission, principles, key objectives, outcomes, and the **creation** of multiple roadmaps during H(%) planning that aligned with company objectives.

Enterprise Jobs | LinkedIn for Hirers Business Unit (full time) 09/2022 – 08/2023

- Shipped UI improvements and upsells that increased customer budget spend by 22%.
- Led the sunsetting of a paid-for-performance job posting product, successfully migrating \$30 million in contracts to a different job posting product while maintaining customer experience.
- Led the email migration project for the entire hiring platform (2 million emails per week) and successfully completed the migration with minimal customer complaints.
- Participated in customer calls to understand pain points, build empathy, and prioritize features.

Datadog | New York, New York | Product Management

*Synthetic Monitoring (full time) 02/2022 – 08/2022*

- Contributed to a prioritized roadmap of features for MVP development of a new product using market and customer research.
- Delivered new features that increased customer test creation efficiency for complex test scenarios.
- I participated in customer sales calls, pitched product value props, and answered customer questions.

Application Performance Monitoring (Intern) 05/2021 – 08/2021

- Created an end-to-end user journey guide for the application performance monitoring product to serve internal stakeholders in understanding how users traverse through the product.
- Using the end-to-end guide, discovered gaps in the error tracking tool[Users were having a hard time finding critical bugs for resources] and upsell opportunities for the profiling[users were most likely to travel to this product after APM] product within the APM page ▪ Collaborated with data analysts to collect stats for each page within APM, worked with designers to create mockups and proposed redesigns, worked with engineers to build initial MVP, and successfully pitched Prospal to the Org's Senior Vice President of Product.
- Improved user retention on the APM Service page by ~10%

LYFT | Los Angeles, California | Software Technical Program Management

*TBS(Transit, bikes, and Scooters)(Intern) 09/2021 – 12/2021*

- Lead TPM for the Lyft Charging Station Program, supporting the new 2021 Lyft Cosmo e-bike( voted one of the best inventions of 2021 by Times Magazine)
- Constructed program Plan that included weekly syncs with stakeholders, working program timeline, test plan for charging Station, and weekly updates to broader org and ELT.
- Served as a liaison between 3rd party vendors creating the charging station and our internal engineering teams to ensure both parties weren't blocked on the other's tasks

Level 5 (Autonomous Vehicles)(Intern) 06/2020 – 07/2020

- Led the implementation of the Virtual Validation Program. Virtual validators are tests for Lyfts autonomous code stack, and I was responsible for the shipment of validators to stakeholders within the program.
- Established and executed tri-weekly "Master list" meetings to align on highest priority tasks with all program stakeholders.
- Lead weekly sprint meetings of 5+ to organize and prioritize program tasks.

## EDUCATION

University of Southern California Los Angeles, California Bachelor of Science in Industrial and System Engineering (Graduated December 2021)

**INTERESTS:** My personal interests include traveling, playing football, making T-shirts, going on long walks, visiting art museums, and learning about psychological basis.