

Karmen Kardum

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Portfolio: karmen87.github.io

SUMMARY

Technical Product Manager with 8+ years leading product strategy, UX design, and technical documentation for B2B SaaS platforms. Expertise in product roadmap development, cross-functional team leadership, and stakeholder management. Strong technical background with Master of Computer Science degree and 5 years software development experience enables deep collaboration with engineering teams. Proven track record delivering enterprise infrastructure management solutions to Fortune 500 companies and U.S. government clients.

SKILLS

Product Management: Product roadmap development, Product strategy, Feature prioritization, Requirements gathering, User research, Acceptance testing, Agile/Scrum methodologies, Sprint planning, Backlog management

UX Design: Balsamiq, Figma, Canva, Wireframing, Prototyping, User flows, Information architecture

Technical Documentation: Technical writing, API documentation, User guides, Technical specifications, Design documents

Collaboration Tools: Jira, Basecamp, Confluence, Skype, Slack, Google Workspace

Technical Skills: REST APIs, Object Model frameworks, Database architecture, System architecture, Data modeling

Programming: Python, SQL, JavaScript (technical understanding for product requirements)

Documentation Tools: Dr.Explain, GitBook, Docusaurus, Markdown, Swagger/OpenAPI

Version Control: Git, GitHub, GitLab

Domain Knowledge: SaaS platforms, Infrastructure management, DCIM, Enterprise software, DevOps, Cloud computing

WORK EXPERIENCE

Product Owner

Planet IRM, Remote | Jul 2015 - Jun 2023

Led product strategy, UX design, and documentation for Planet IRM NexGen, enterprise cloud-based infrastructure management platform serving Fortune 500 companies and U.S. Department of Defense agencies.

Product Strategy & Roadmap:

- Defined product vision and roadmap in collaboration with CTO and stakeholders across 28 product versions

- Prioritized features based on customer needs, business value, and technical feasibility
- Collaborated with 10-15 engineers across multiple time zones on product development
- Attended almost all engineering and architecture meetings to provide product direction and understand technical implementation
- Served as primary product contact for enterprise clients and government agencies
- Managed product lifecycle from concept through release and maintenance

UX Design & Prototyping:

- Designed 125+ UI/UX mockups in Balsamiq defining feature specifications for front-end and back-end development teams
- Worked with Object Model data architecture framework describing object structure, relations, and properties
- Created user flows and interaction designs for complex infrastructure management features
- Collaborated with CTO and stakeholders to iterate on feature designs before development
- Ensured product usability and user experience met enterprise customer requirements

Requirements & Technical Specifications:

- Gathered requirements from IT administrators, facility managers, and network engineers
- Translated user needs into detailed technical requirements and feature specifications
- Created technical specifications and design documents used by development teams for implementation
- Documented complex system architecture, REST API integrations, and deployment workflows
- Wrote deployment workflows and technical requirements for infrastructure management solutions
- Researched and proposed API documentation approach using Swagger/OpenAPI

Integration & Partnership Management:

- Created mockups and documented integration features with third-party enterprise systems including Fluke Networks LinkWare Live, BMC Helix ITSM, and ServiceNow
- Attended integration design meetings with internal engineering teams and external partners
- Managed technical relationships with integration partners
- Created technical guides for administrators implementing and configuring integrations

Documentation & Release Management:

- Authored 1,800+ pages of comprehensive product documentation including Administrator Guides, user documentation, integration guides, and API references
- Created detailed release notes (30+ pages per version) documenting features, bug fixes, improvements, and migration instructions
- Established version-controlled documentation processes using Dr.Explain, GitBook, and Wikispaces
- Improved user self-service capabilities through comprehensive documentation

Quality Assurance & Testing:

- Conducted acceptance testing and quality validation for new features before production release
- Participated in database design conversations and data modeling discussions with engineering teams
- Ensured product quality met enterprise standards and customer requirements

Sample Work: karmen87.github.io/user-guide-report-viewer.pdf

Software Project Manager

i3Annotate, Remote | Mar 2017 - Dec 2018

Led Agile development of multi-platform touchscreen annotation application for business and education from prototype to production release.

- Led 6-person development team (contractors and direct reports) through full project lifecycle
- Managed hiring, performance reviews, and team coordination
- Defined project scope, milestones, and resource allocation
- Managed dependencies and stakeholder expectations
- Established testing workflows and validation processes across iOS, Android, Windows, and Mac platforms
- Served as primary liaison between technical teams, non-technical departments, and clients
- Managed Agile ceremonies including sprint planning, daily standups, retrospectives, and release planning
- Tracked and reported project metrics, risks, and progress to executive stakeholders
- Delivered project on-time and within budget

Software Developer

Neos, Remote | Jul 2011 - Jul 2015

Developed algorithmic trading systems and infrastructure management solutions.

- Built Python-based algorithmic trading infrastructure and market data processing systems
- Developed SCADA system components for public lighting infrastructure management
- Created technical and user documentation for trading systems and infrastructure platforms
- Developed ERP system modules for business process automation
- Wrote technical specifications and design documents for development teams
- Collaborated with cross-functional teams on system design and implementation

EDUCATION

Master of Computer Science - Software Engineering
University of Split, FESB | 2009 - 2011

CERTIFICATIONS

Remote Work: 14 years of remote work experience with distributed teams across multiple time zones

Languages: English (Fluent - Business/Technical), Croatian (Native)

Availability: Immediate start available

Location: Europe timezone (Croatia UTC+1) - Easy overlap with EU/UK business hours

