

KATIE GOLDSTEIN

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EDUCATION

Dartmouth College, Hanover, NH

Jun. 2020

Bachelor of Arts, Double Major in Computer Science and Hispanic Studies

GPA 3.87/4.00

Relevant Coursework: Object-Oriented Programming, Web Development, Topics in HCI, Design Thinking, Impact Design

Honors: Citation of Academic Merit, High Honors in Computer Science, Hispanic Novel Prize, Magna Cum Laude, Phi Beta Kappa

Foreign Study Abroad: Madrid, Spain, focus on Literature and Art History

Sep. 2017 – Dec. 2017

Tuck School of Business, Dartmouth College, Hanover, NH

Dec. 2018

Business Bridge Program

Summary: Participated in a highly selective, intensive 3-week undergraduate business program focusing in accounting, corporate finance, managerial economics, marketing, strategy, and entrepreneurship; completed discounted cash flow analysis of Vail Resorts

Crystal Springs Uplands School, Hillsborough, CA

Jun. 2016

High School Diploma

ACT 35 (36 R / 35 E / 35 S / 33 M)

Honors: Stanford Reischauer Scholar & Japan Day Award of Honor, National Merit Commended Scholar, CCS State (hurdles)

EXPERIENCE

Microsoft, Seattle, WA

Sep. 2020 – Present

Program Manager, Customer Success Engineering – Amplify – RAVE (M365 agent support platform)

- Sole RAVE PM driving first-ever paid support integration pilot; launched app in a third-party app store; direct internal compliance, procurement, and paid offering model workstreams; coordinate adoption and communication for 10 enterprise pilot customers
- Leading north star redesign of agent feedback apparatus, RAVE logo, and RAVECare – agent mental health alert system
- Independently wrote 11 feature specification documents; collaborate with engineering, QA, operations, compliance, and internal M365 partner teams to complete 4 work items to increase commercial end-user and agent satisfaction by 1% (team OKRs)
- Creating team processes for internal benchmarking + compete analysis and an operational feature health dashboard; modernized new hire onboarding via 20+ internal articles and 2 OKR slides for monthly reporting to leadership

The Walt Disney Company, Glendale, CA

Jun. 2019 – Aug. 2019

Digital Innovation (DI) Intern, Disney Parks, Experiences, and Products – Emerging Technology

- Supported Disney Parks technology product strategy; owned 7 competitive market & consumer intelligence analysis requests
- Drove program creation of an internal strategic intelligence newsletter; independently pitched Disney x Cameo to DI product
- Assisted technical project management in scoping, tracking, and executing a 1* pilot project & app strategy executive sessions

CashApp (Square), San Francisco, CA

Jan. 2019 – Mar. 2019

Product Management Intern, Boost - Rewards & Status (now Growth)

- Researched, iterated, & launched 50 location-targeted boosts based on a comprehensive framework of customer zip code, merchant physical location & overall spend; independently revamped company-wide merchant selection principles
- Manually increased merchant accuracy from 76 to 80%; brainstormed machine learning logic to further increase accuracy

Digital Applied Learning & Innovation (DALI) Lab, Dartmouth College, NH

Mar. 2018 – Jun. 2018

Project Manager and Neukom Scholar, Octopus Experiments

- Supported a cross-functional 4-student team & faculty stakeholder in elucidating minimum viable product (MVP) requirements
- Scoped and led 10-week MVP lifecycle from communication to design, implementation, evaluation, and documentation

LEADERSHIP & ACTIVITIES

Directing through Recreation, Education, Adventure, & Mentoring (DREAM), Hanover, NH

Nov. 2016 – Present

Co-Chair & Mentor, Northwoods Community

- Strategized & execute first-ever alumni engagement initiative in a team of 3; working directly with CEO
- Coordinated the transportation and socialization of 14 Dartmouth students with socioeconomically disadvantaged local children
- Mentored a 12-year-old, Tricia, girl for 3-4 hours a week to provide academic support and personal stability

Current Activities: HeyMentor mentor (college access mentorship), APM Map mentor (PM mentorship), Katie's Office Hours (PM mentorship), Dartmouth 2020 Class Executive Committee (Secretary), Dartmouth Alumni Admissions Ambassador (Interviewer)

Previous Activities: Academic Clearinghouse (Tutor & TA in Spanish & CS) Center for Professional Development Peer Ambassador, Undergraduate Admissions Associate, Undergraduate HCI Researcher, Kappa Kappa Gamma (Education Chairman – 20W), Outdoors Club First-Year Trip Leader, Chabad

SKILLS & INTERESTS

Skills: Spanish (fluent), French (beginner) Python, Java, R, HTML, CSS, Javascript, React, ReactNative, SQL, GitHub, MS Office

Memberships & Certifications: American Mensa, BCG Strategy Consulting Virtual Experience Program via Forage, Goldman Sachs Virtual Summer Insight Series, Ordained Minister (American Marriage Ministries), Wilderness/Remote Location First Aid

Interests: reading, baking, Japanese design, organizing, poetry, educational equity, lived abroad in Valencia, Spain as a child