Michelle Steen

mksteen@uwaterloo.ca
linkedin.com/in/michelleksteen
michellesteen.netlify.app/
+1 (631) 644 6102

Experience

Product Manager
Tecsys Inc. | Apr 2023 - Aug 2023

- Led cross-functional collaboration to define scope, gather requirements, and craft effective user stories, driving the successful development and launch of 10 new API features

- Designed and implemented a Postman Collection workflow to streamline developer onboarding of the REST API ecosystem, resulting in a 50% decrease in new developer ramp-up time

- Developed and executed a comprehensive marketing campaign targeting SOAP API users, resulting in a 30% increase in adoption of REST APIs

- Conducted market research and over 15 user interviews to redesign the open API portal, resulting in a 20% increase in customer satisfaction

Quality Systems Engineer
Omniscient Neurotechnology | Sept 2022 - Dec 2022

- Drove roadmap, defined requirements, and rolled-out eQMS workflow MVP to automate tool validation in accordance with globally recognized regulatory standards

- Performed 20+ design reviews to ensure the accessibility of UI designs for color-blindness, expanding customer base by 3%

- Drove a continuous improvement initiative by interviewing cross-functional team members to identify improvements, understand pain points, and automate process, reducing output time by 30%

Product Manager
CauseMatch | Jan 2021 - Aug 2021

- Led backlog refinement meetings with cross-functional teams to prioritize and refine backlog items, enabling more accurate release planning and increasing on-time delivery by 15%.

- Prioritized user stories to initiate a product life-cycle-commit process of fundraising tool, streamlining operations and accelerating delivery by 15%

- Developed a comprehensive project plan outlining key milestones and deliverables for system interface and data model implementation, resulting in an on-time delivery rate of 95%

Toolkit

Product & Design
Systems Thinking, Data Analysis, Product strategy, User Empathy, Design Systems, Prototyping, User Interviews, Secondary Research, Competitive Analysis, Storyboarding, Prototyping, Product strategy, User Flows, Information Architecture,

Tools
Figma, Miro, Adobe Creative Suite, HTML/CSS, C++, Python, SQL, JSON, Jira, SQL, Confluence, Azure, Excel, Solidworks

Skills
Product Lifecycle Management, Product Data Management, Agile Methodology, User research and Testing, Data Visualization, Accessible Design, Wireframing

Education

Systems Design Engineering (B.ASc), Sept 2021- Present
University of Waterloo

Scholarships
Motorola Engineering Scholarship (Presented annually to one top student),
Presidents Scholarship of Distinction

Relevant courses
Data Structures and Algorithms (C++), Human Factors of Design, Digital Computation (C++)

Interests

Frisbee, biking, climbing, travelling to over 50 countries