

Katherine D Young

kdyoung96@gmail.com
+1 (480) 287-2010

Experience

General Motors

Austin, TX

Technical Product Manager

August 2018 – Present

- Prioritized backlog items based on long-term strategy, customer feedback, and analytics insights from clickstream
- Oversaw the development and launch of 2 software products, primarily worked on growing our main site from 200 to 600 monthly users
- Developed the product roadmap and presented it to our CIO
- Promoted the product internally through live meetups, company intranet, and email campaigns
- Created FAQs, user guides, and technical documentation
- Conducted demos and training for hundreds of new hires

IT Operations Engineer

July 2017 – August 2018

- Organized patching for over 10,000 servers quarterly
- Pushed ad hoc patches through when security vulnerabilities were discovered by coordinating operations teams' resources and notifying customers of schedule changes immediately
- Automated email notifications using VBA in an Access Database

Upwork

Remote

Freelance Software Developer

May 2018

- Created an email ad campaign using HTML and CSS
- Designed a responsive web application using HTML/CSS and JavaScript

Education

Indiana University

Bloomington, IN

Bachelor of Science in Business, Information Systems

September 2014 – May 2017

Skills

Frameworks & Methodologies: Scrum, Agile, Kanban

Skills: Docker, Kubernetes, TFS, Kibana, SharePoint, Office

Languages: HTML/CSS, JavaScript, VBA, C#