

# Katherine D Young

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

## Experience

---

### General Motors

Austin, TX

#### Technical Product Manager

August 2019 – Present

- Prioritized backlog items based on long-term strategy, customer feedback, and analytics insights from Kibana
- Developed and updated the product roadmap
- Promoted the product internally through live demos and email campaigns resulting in a 200% increase in monthly unique users
- Assisted in software development for bug fixes
- Created FAQ's, user guides, and technical documentation
- Communicated with customers consistently through company social media, email, chat, calls, and presentations
- Conducted 1x1's with customers to demo the product and learn more about their unique experiences and needs

#### IT Operations Engineer

July 2017 – August 2019

- 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, TFS, Kibana, SharePoint

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