


Katelyn Lemay

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Product manager who leads communication between end-users, developers, and stakeholders to drive successful product launches. Experienced in building ed tech products, accessible design, web development, UX testing and research, roadmap building, and process development.

Experience

Hypothesis, January 2018–present

Product Manager (April 2019–present)

Driving product development at a rapidly growing startup as it pivots from the publishing and journalism to ed tech.

- Brought product strategy and roadmap into alignment with academic calendars to ensure new features are delivered at a time when they will be most impactful for customers.
- Lead accessibility initiative to bring LMS app into conformance with WCAG 2.1 AA standards; created process to ensure continued WCAG compliance and future usability improvements for assistive tech users; assisting sales team in closing deals with institutions where accessibility is a concern.
- Create product requirements, specs, plans, release checklists and oversee user-facing documentation.
- Translate and communicate customer outcomes to help the product delivery team understand the impact of their work.
- Work with engineers to estimate work efforts, define milestones and manage resources accordingly.
- Set quarterly goals for product delivery team; assess performance against those goals at monthly meetings with senior leadership.
- Prioritize bug reports and feature requests based on user feedback and partner needs.
- Make wireframes and user flows; collaborate with designers and developers on prototypes.

Support Engineer (January 2018–April 2019)

Built a customer support team from the ground up. Responsible for troubleshooting, identifying solutions for, and documenting issues reported by Hypothesis users and partner organizations. Created coverage rotation, guidelines, and processes to ensure continued high quality support.

Freelance, 2014—present

Web Designer and Developer

Recommending solutions for content management, hosting, and domain services based on clients' technical skills and budget; Building websites using Wordpress / Squarespace or HTML / CSS / Javascript (and libraries including Bootstrap and jQuery).

New York University, August 2012—December 2017

Educational Technology Specialist (January 2016–December 2017)

Provided instructional design consultations and technology training; represented faculty interests in stakeholder meetings regarding development, piloting, and adoption of instructional technology tools.

Educational Technologist (August 2012–January 2016)

Managed first and second tier technical support for 402 faculty members and their administrators; liaised between faculty, local IT, and central university IT departments.

Skills, Tools, & Education

Product management: Requirements gathering, Benchmarking, Feature and bug prioritization, Project management

Web design and development: HTML/CSS/JS (including frameworks like Bootstrap and Jekyll), CMSes (Wordpress, Squarespace, and Drupal), Sketch, Adobe Creative Suite (InDesign, Photoshop)

Software development and deployment: Terminal / Bash scripting, Git, Jenkins

UX Design: Persona development, User flows and wireframes, Information architecture

Bachelor of Arts: Linguistics and French with a minor in Politics. New York University, College of Arts & Science