Katrice Mountford

Technology Consultant

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With 9 years in enterprise and B2B SaaS, I've worked across software engineering, product management, and customer experience; giving me a full view of how great products are built, delivered and supported.

I've helped customers solve gnarly problems, led product launches into new markets, created onboarding and help content that made adoption easier and worked alongside engineers and designers to build tools that tangibly improve how people work.

What drives me most is creating products that are intuitive, useful and make everyday tasks simpler for the people who rely on them.

EDUCATION

Diploma of I.T.
AIT | 2024

UX UI Design Transform Course
Academy Xi | 2021

Certified Scrum Master
The Scrum Alliance | 2019

EXPERIENCE

Technology Consultant
Aurecon | Oct 2024 - Present

- Led front-end development for ClaRFI, an AI-integrated internal app (Next.js + TypeScript + Flask). I embedded Aurecon's design system, Auth0 role-based permissions and collaboratively refined complex multi-step UX flows, earning strong feedback from project sponsors for clarity and usability.
- Configured and onboarded clients to ClaRFI; creating bespoke database entries, permissions, and integrations. Delivered training sessions and onboarding materials to drive adoption.
- Developed and launched Cue, an AI-powered knowledge tool built with Next.js + OpenAI APIs, improving prompt accuracy ~40%. Drove internal uptake through video demo's and communication across the business.
- Co-host of the monthly Humans in the Loop webinar series, drawing hundreds of attendees and spotlighting how teams apply AI to boost internal knowledge and collaboration.
- Developed internal documentation covering authorisation logic, client configuration, and onboarding workflows; accelerating new-developer ramp-up and implementation consistency.

Full Stack Software Engineer
Coder Academy & _nology | Jun 2023 - Sep 2024

- Completed intensive full-time training in modern full-stack development, covering React, TypeScript, NestJS, Node.js, and cloud architecture.
- Built and deployed production-ready web applications using agile practices, pair programming, and code reviews for live client projects.
- Graduated from Coder Academy with a Diploma of Information Technology (HD Grades), developing Sproutly, a full-stack MERN app featuring authentication, image upload (Cloudinary), and full deployment.

Co-Founder
Talk to Maple | Jan - Jun 2023

- Co-founded and launched Talk to Maple, a gamified AI-powered self-care app accepted into Antler Australia's pre-seed accelerator.
- Led product, UX/UI and front-end development in Flutterflow, integrating OpenAI GPT-3.5 and Firebase Auth to enable conversational journaling for Gen Z users.
- Built and shipped the MVP in 8 weeks, achieving 200+ downloads, 95% positive sentiment, and measurable Day 1 & 2 retention uplift after UX redesign.
- Designed and implemented a "red-flag" safety system combining OpenAI moderation + custom keyword logic to ethically support at-risk users.
- Drove onboarding, analytics, and community engagement, using retention and sentiment data to guide product iterations.

Technical:
Next.js, React, TypeScript, JavaScript, Python, SQL, RESTful API's, Relational & Non-Relational Databases, QA Testing, CI/CD, OpenAI, Prompt Engineering

Delivery & Implementation:
System Configuration, Onboarding, UAT coordination, Release Documentation, Knowledge Management

Product & Design:
User Research, User Testing, Backlog Management, Prioritisation, Product Strategy, User Stories, Stakeholder Management, Product Releases, Cross-Functional Collaboration, Business-Wide Communication

Customer Success & Enablement:
Knowledge Management, Help Centre Creation, Support Workflows, Product Documentation and Education, Training & Webinars, Customer Enablement, Sales Enablement, Success metrics (CSAT / NPS)

Product Manager
Culture Amp | Jul 2022 - Jan 2023

- Owned the retention-focused roadmap for the Perform product, addressing key churn drivers across enterprise customers.
- Conducted continuous discovery interviews to uncover customer pain points and validate uplift feature concepts.
- Synthesised product data, revenue risk, and qualitative insights to prioritise initiatives, presenting a clear business case that secured senior leadership approval.
- Delivered roadmap initiatives projected to reduce churn by ~5%, strengthening overall customer satisfaction and platform engagement.

Product Manager
Surreal | Jul 2021 - Jul 2022

- First Product Manager at an early-stage startup, owning the 0 → 1 product build and UK market launch from strategy through to onboarding and growth.
- Secured $750 K in VC funding by developing and pitching an international product strategy that demonstrated scalable market potential.
- Travelled to the UK to onboard early customers, gather market insights, and craft an expansion roadmap that underpinned the company's shift to profitability.
- Built the self-serve onboarding ecosystem, including help centre, documentation and automated support flows to serve UK clients across time zones.
- Implemented analytics and tooling (UserStory, Metabase, Google Analytics) to capture user behaviour and feedback, translating data into roadmap decisions that reduced churn and drove adoption.

Product Manager & Technical Support Specialist
Henry Schein One | Jan 2017 - Jul 2021

- Promoted from Support to Product Manager after demonstrating deep product expertise and customer insight.
- Lifted NPS by +26 points and doubled user growth in 12 months by delivering a retention-focused roadmap shaped by continuous customer interviews and data analysis.
- Launched Dentally (UK acquisition) in the Australian market, defining localisation roadmap priorities and training + onboarding initial customers.
- Reduced support calls by 40% and improved customer support channels through creating a comprehensive help centre and introducing Zendesk chat support.
- Hosted "Tuesday Tips" monthly webinars, turning common support themes into training sessions that improved user confidence.
- Handled 2nd / 3rd-level technical escalations including database migrations, imaging-system (X-Ray) troubleshooting and outage management.