



# Kat Mountford



## Product Manager

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## ABOUT

Hey, I'm Kat, a Product Manager with almost 8 years of experience in the tech industry, including 4 years as a PM driving impactful solutions in B2B SaaS.

I've complemented my product management expertise with hands-on training in software engineering, gaining technical skills in JavaScript, React.js, Node.js, and cloud platforms. This unique blend of experience helps me to collaborate seamlessly with engineering teams, translate complex needs into actionable solutions, and deliver products that truly resonate with users.

My background spans product strategy, UX design, and technical problem-solving, making me especially well-equipped to work in dynamic, fast-paced teams. I thrive in environments where I can wear multiple hats, tackle challenges head-on, and make a meaningful impact for both the team and our customers.

## EXPERIENCE

### Product / UX Engineer, AI

Oct 2024 - PRESENT

#### Aurecon

Aurecon is a global engineering and design firm. As part of the Generative AI team, I deliver AI-powered solutions that streamline processes and enable clients to achieve their goals.

- Designed and built interactive front-end features for an internal app enhancing engagement with large language models (LLMs).
- Led UAT testing and stakeholder communication to ensure seamless application deployment and adoption.

### Career Break: Full-Stack Software Engineer Training

SEP 2023 - SEP 2024

#### Coder Academy & \_nology

To complement my product management expertise and explore a new challenge, I undertook a year of immersive training in software engineering, including earning a Diploma of Information Technology. Key accomplishments include:

- Completed 12+ projects, including a student performance tracking tool for \_nology and full-stack applications using modern technologies.
- Built expertise in TypeScript, React, Node.js, Python, SQL, and NoSQL databases (MongoDB, PostgreSQL, MySQL).
- Gained skills in database design, Big O notation, Test-Driven Development (TDD), and cloud platforms like AWS and Google Cloud.
- Strengthened problem-solving abilities through practical experience in both frontend and backend development.

### Co-Founder

JAN - JUN 2023

#### Talk to Maple

Co-founded an AI-powered self-care app aimed at improving mental health for young people that was accepted into Antler Australia's prestigious startup accelerator program.

- Designed and launched the app on Apple and Android stores, receiving hundreds of downloads and positive feedback from early users.
- Led product design and development, combining AI with user insights to create an engaging journaling experience and seamless user interface.
- Increased app install rates and user engagement through a strategic website launch, targeted branding, and data-driven marketing optimisations using Google Analytics.

## EDUCATION

### Diploma of I.T.

Coder Academy / AIT  
SEP 2023 – MAR 2024

### UX UI Design Bootcamp

Academy Xi  
MAR – SEP 2021

### Certified Scrum Master

The Scrum Alliance  
2019

## KEY SKILLS

### Product

- Stakeholder Management
- Product Roadmap Creation
- Feature Prioritisation
- Defining Product Requirements
- Data Analysis & Distilling Key Insights
- Cross-Functional Collaboration

### UX UI Design

- User Research
- Customer Journey Mapping
- Wireframing (Low-fi and Hi-fi)
- Prototyping
- Usability Testing
- Figma

### Engineering

- REST API Design & Integration
- SQL & NoSQL Databases
- Frontend Frameworks (React.js, Next.js)
- Backend Frameworks (Node.js, Express.js)
- Cloud Platforms (GCP)
- Unit Testing & UAT
- Git and Version Control

## EXPERIENCE CONT.

### Product Manager

2022 – 2023

#### Culture Amp

Culture Amp is a B2B SaaS Product, helping companies build a better world of work. I was a Product Manager for their Performance Management product where I:

- Identified key opportunities and defined the roadmap for the core Performance product; utilising customer interviews, customer success & marketing teams, product usage and revenue churn risk as key inputs to guide the direction.
- Gained buy-in from multiple stakeholders through clear articulation of customer problems and the 'why' behind product decisions.

### Product Manager

2021 – 2022

#### Surreal

Surreal is a B2B SaaS Event Management System, helping Venues better manage their live entertainment. I was the company's first Product Manager and:

- Secured an additional \$750,000 in VC funding through the creation and presentation of the company's international product strategy and vision to investors.
- Took Surreal's new product from inception to launch into their first international market (UK).
- Implemented an analytics stack of Amplitude, Fullstory, Google Analytics and Metabase to track and understand user behaviours and improve UX workflows.

### Product Manager

2019 – 2021

#### Henry Schein One

Henry Schein One is Australia's largest Dental Practice Management Software Provider (B2B SaaS), as Product Manager I:

- Uplifted NPS by 30 points and doubled user growth over a 12 month period through understanding qualitative and quantitative inputs alongside business needs to curate and execute on a high impact product roadmap.
- Spearheaded the launch of Dentally (an acquired UK product) into the Australian market through defining and scoping market entry requirements.

### Senior Technical Support

2017 – 2019

#### Henry Schein One

- Handled all 2nd and 3rd level technical escalations including server migrations, managing system outages and writing, testing and running custom SQL scripts
- Provided excellent customer service and maintained a 99.9% customer satisfaction score.