

Leighcie Gregg

Staff Product Manager – Platform, Data & Integrations

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Professional Summary

Staff Product Manager with 12+ years building backend platforms, data systems, and enterprise integrations in B2B SaaS environments. Track record of 0→1 platform builds, including a \$5M ARR product scaled from 30 to 160+ customers. Technical fluency in microservices architecture, REST APIs, and cloud platforms enables effective collaboration with engineering teams and translation of business goals into technical specifications. Proven ability to unblock stalled cross-functional programs—led 8 engineering teams through a year-long stalled microservices migration to 5-month delivery. Experience across regulated industries (healthcare, mortgage, telecommunications) with deep understanding of compliance constraints on platform design.

Technical Expertise: SQL for analysis and investigation • REST API design and integration • Microservices architecture • ETL/data pipeline coordination • Cloud platforms (AWS, GCP, Snowflake) • Enterprise system integrations • Compliance frameworks

Product Leadership: Cross-functional coordination • Stakeholder management • Data-driven discovery • Roadmap planning • Systems thinking • B2B SaaS go-to-market

Professional Experience

Technical Product Owner (Contract) | IBM

Aug 2024 – Feb 2025

Consulting role supporting enterprise data warehouse Agile transformation and AI governance for Fortune 500 telecommunications company.

- Led 8-person distributed ETL engineering team through agile adoption across US/India time zones, establishing sprint planning, estimation practices, and backlog prioritization
 - Coordinated ETL work across Redshift, Athena, S3, and Snowflake platforms to help team estimate and prioritize initiatives
 - Built AI Governance framework through stakeholder interviews across business units, researching responsible AI standards and balancing innovation with enterprise risk/compliance requirements; framework adopted as decision gate for evaluating new AI tools
 - Facilitated stakeholder workshops across business units to gather requirements and build consensus; served as primary point of contact for cross-functional alignment on implementation standards
 - Improved sprint predictability by analyzing velocity patterns and redesigning backlog prioritization with Scrum Master
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Product Owner | Connect for Health Colorado (State Health Exchange)

June 2021 – Dec 2023

Product Owner for ACA subsidy eligibility platform serving ~200k residents. Led cross-functional technical initiatives across 7 Product Owners and 8 engineering teams through microservices migration and platform modernization.

Microservices Migration – Led 8 Teams, 5-Month Delivery

- Unblocked year-long stalled microservices migration by diagnosing organizational blockers and orchestrating cross-functional coordination across 8 engineering teams—delivered complete platform migration in 5 months, enabling independent team releases and downstream modernization
- Served as intermediary between engineering teams and product leadership, translating technical constraints into business-aligned delivery commitments; coordinated 7 product owners through public dependency mapping and timeline alignment
- Partnered with engineering teams to define service boundaries, data ownership, and API contracts for core platform services; created detailed business requirements and technical specifications enabling independent team development

Platform Redesign – 94% Processing Time Improvement

- Redesigned end-to-end renewals processing with development team using microservices and message-driven architecture (RabbitMQ), eliminating 8-day annual platform downtime
- Reduced processing time from 8 days to 18 hours while maintaining full customer service availability
- Specified error-isolation pipelines based on prior system experience, enabling continued processing while routing failures to dedicated resolution service
- Eliminated 24/7 developer monitoring requirement and manual intervention cycles

API Integration & Technical Operations

- Designed CMS Federal Data Services Hub REST API integration by reviewing API documentation, determining required endpoints, and validating design with developers; ensured regulatory compliance (HIPAA, ACA)
- Managed enterprise SSO (Okta) supporting multi-tier access requirements, troubleshooting OAuth/SAML-related session persistence issues across internal and broker workflows
- Used Swagger/OpenAPI documentation to design and validate API integrations with external government systems
- Worked with message-driven architecture (RabbitMQ) and AWS Lambda for asynchronous processing and serverless functions

Discovery & Process Improvement

- Conducted discovery through stakeholder interviews, user testing, funnel analysis (Pendo/Google Analytics), and log-based behavioral data
- Implemented customer-centric bug intake process improving response time from 3 days to 1 day
- Established documentation practices that spread organically across teams, improving knowledge sharing and onboarding

Product Manager | MetaSource / Titan Lenders Corp

Feb 2013 – May 2021

Led product vision and technical architecture for multiple B2B SaaS platforms in mortgage compliance and data processing. Managed full product lifecycle from discovery through GTM and customer success. Delivered three 0→1 platform rebuilds under aggressive timelines.

Mintrak®2 – 0→1 Platform Build to \$5M ARR & 433% Customer Growth

Led complete rebuild of core reconciliation platform under 6-month deadline. Delivered MVP in 5 months with zero customer churn, establishing market-leading position.

- Conducted comprehensive user research with all 30 customers, reframing problem from "rebuild what existed" to "build transparent, self-service platform accessible to non-technical users"
- Established product vision and principles: Flexibility > rigidity, transparency > black box, self-service > dependency—guiding multi-year roadmap and product decisions
- Designed custom file mapping system accepting any customer data format, eliminating IT dependency and enabling self-service configuration of data transformations
- Scaled from 30 to 160+ customers (433% growth) achieving ~\$5M ARR through product differentiation and strong product-market fit
- Managed billing system evolution supporting multiple pricing models (tiered, flat-rate, hybrid); ensured contract-to-system accuracy, coordinated invoicing workflows with Finance, and led repricing strategy through 433% customer expansion
- Built strategic relationships with MERS industry organization; MERS data teams validated our comparison logic over their internal tools
- Developed go-to-market strategy: created sales enablement materials, delivered compliance training, and designed bundled pricing tiers enabling cross-sell across three service lines—resulting in 200 new customer acquisitions

TLCWorx & DRMS – Multi-Product Platform Architecture

Led 0→1 rebuilds of whole loan purchase review (TLCWorx) and warehouse line review (DRMS) platforms under compressed timelines following vendor transitions.

- Designed intuitive access system for multi-tenant platform where users could belong to multiple organizations; created simple context-switching interface allowing users to move between accounts seamlessly, with role-based permissions and data isolation working invisibly in the background—enabling secure expansion across client base without adding user complexity
- Established patterns for product-line expansion, enabling rapid deployment of new audit capabilities through configuration rather than custom development
- Built configuration-first platform enabling super users to create client-specific audit rules, custom questions, and document requirements without developer involvement—reducing change requests and accelerating client onboarding
- Designed event-driven workflow system where actions triggered downstream processes automatically (document upload → auditor queue, loan type → rule set, audit completion → client notification)—creating predictable, scalable operations

Enterprise Data Platform & System Architecture

- Identified database optimization needs, scaling mortgage data platform capacity from 4M to 11M monthly records (175% increase) through performance tuning and data modeling
- Achieved zero downtime during Postgres to SQL Server migration serving enterprise customers through comprehensive transition planning
- Made strategic architecture decisions balancing rapid iteration against scale requirements—implemented flexible JSON data model for early product-market fit, then led redesign to structured model as customer base grew

ML/AI System Optimization

- Created systematic ML improvement process for eFLOW OCR platform by analyzing human corrections against model predictions
- Enabled 2x intake volume increase with same-day turnaround (down from 48 hours) without additional headcount through process optimization

Cross-Functional Product Leadership

- Served in hybrid PM/QA/Support/Implementation role: conducted customer onboarding, wrote test plans, delivered training, managed releases
 - Used SQL for customer segmentation, funnel analysis, performance investigation, and identifying operational inefficiencies
 - Established customer feedback loops through support interactions, usage analysis, and industry conference participation
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AI Experience & Continuous Learning

AI Governance Implementation | IBM (2024–2025)

- Established responsible AI framework at Fortune 500 enterprise through stakeholder interviews across business units; framework adopted as decision gate for evaluating and approving new AI tools before implementation

Technical Learning Projects

- Claude API Integration: Built legal clause analysis prototype to learn API implementation, prompt engineering, and rate limiting; iterated on prompt design to achieve consistent scoring output
 - Self-hosted personal website on GCP for hands-on cloud platform experience
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Technical Skills & Tools

Platform & Backend Architecture: Microservices architecture • REST API design and integration • Message-driven systems (RabbitMQ) • Serverless (AWS Lambda) • ETL pipeline coordination • Service boundary definition • Data ownership design • Multi-tenant system architecture • SOAP/XML APIs • Swagger/OpenAPI documentation

Data & Analytics: SQL for segmentation, funnel analysis, cohort analysis, performance investigation • Tableau
• Power BI • Excel • Product analytics (Pendo, Google Analytics)

Cloud Platforms: AWS (Lambda, S3, Redshift, Athena) • Google Cloud Platform • Snowflake •
Containerization awareness (Docker/Kubernetes)

Product & Business Systems: Billing platform design • Pricing model architecture • Salesforce CRM •
Contract-to-system accuracy • Revenue operations alignment

Development & Collaboration: Agile (Scrum, Kanban, SAFe) • Jira • Confluence • Git/GitHub • Cross-functional leadership • Stakeholder management

Compliance & Security: HIPAA • HITECH • ACA • SOC 1/2 • GLBA • GDPR • CCPA • FedRAMP • ISO 27001 • OAuth/SAML authentication • Enterprise SSO (Okta)

Product Management: User research and discovery • Jobs-to-be-Done framework • Journey mapping • Usability testing • Roadmap planning • Prioritization frameworks • B2B SaaS go-to-market strategy

Certifications

- SAFe 6.0 Product Owner/Product Manager, Scaled Agile (2023)
- Advanced Certified Scrum Product Owner, Scrum Alliance (2022)
- Certified Scrum Product Owner, Scrum Alliance (2021)
- Six Sigma Black Belt (2020)