

Lucas Smoker

Product Manager · Systems & Internal Tools · Feedback-Driven Design

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SUMMARY

Product-oriented systems leader who designs and evolves complex workflows in high-constraint environments. Experienced in defining ambiguous problems, building internal tools, and leading systems through change by making feedback, reasoning, and decision impact visible. Known for translating operational reality into clear product direction that improves adoption, reliability, and long-term system integrity.

CORE PRODUCT SKILLS

Problem discovery & requirements definition · Workflow and system design · Stakeholder alignment & prioritization · Outcome-driven decision making · Feedback loop design · Explainable systems · Revisable workflows · Metrics, reporting & operational insight · Internal tools & platform ownership · Risk, compliance & usability tradeoffs

PROFESSIONAL EXPERIENCE

Independent Product Work — Internal Tools & Workflow Systems

Led and built internal tools and workflow systems focused on clarity, explainability, and decision-making under real constraints. Defined product direction by surfacing operational feedback, setting explicit constraints, and designing systems that could be revised safely over time. Iterated based on usage and outcomes, balancing usability, scope, and maintainability.

Custodial Manager — Marian University (2015–2016)

Owned the custodial service model across multiple facilities, balancing safety, quality, staffing, and supply constraints. Designed and iterated workflows, inventory practices, and inspection standards using performance feedback to improve reliability and stakeholder satisfaction.

Office Manager & Transportation Coordinator — Grace College (2014–2015)

Owned internal operational systems including CMMS, payroll workflows, and transportation logistics. Designed reporting and visibility tools that surfaced demand, utilization, and capacity, improving decision-making for campus leadership and operations teams.

Housekeeping Supervisor — Grace College (2011–2014)

Scaled service delivery through standardized training, inspection loops, and feedback mechanisms. Mentored team leadership and introduced quality frameworks that improved consistency, accountability, and user experience.

Custodial Manager — Grace College (2003–2010)

Owned custodial systems for 450,000+ square feet of campus facilities. Guided workforce and system transitions to improve efficiency while preserving service quality, resulting in sustainable operational improvements.

Physical Plant Director — Taylor University (2000–2003)

Owned the end-to-end facilities service experience across a 250,000-square-foot campus. Evolved layouts, maintenance systems and vendor relationships to support long-term reliability and changing campus needs.

EDUCATION

Bachelor of Arts (BA), Biblical Studies — Minor: French
Grace College, Winona Lake, IN