

Lucas Smoker

Product Manager · Systems & Internal Tools

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SUMMARY

Product-oriented systems leader with extensive experience owning complex workflows, defining problems in high-constraint environments, and evolving systems over time. Proven ability to translate ambiguous needs into clear product direction, balance stakeholder priorities, and improve adoption, quality, and operational outcomes through thoughtful system design.

CORE PRODUCT SKILLS

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

PROFESSIONAL EXPERIENCE

Independent Product Work — Internal Tools & Workflow Systems

Identified gaps in existing tools supporting planning, visibility, and day-to-day decision-making. Defined product direction and constraints based on real operational needs, and designed internal tools focused on clarity, explainability, and workflow efficiency. Iterated on systems over time, balancing usability, scope, and maintainability.

ARAMARK — Higher Education Facility Services | Various Locations (2000-2016)

Custodial Manager — Marian University (2015-2016)

Owned the service model for custodial operations across multiple facilities, balancing safety, quality, staffing, and supply constraints. Iterated on workflows, inventory practices, and inspection standards 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 clarified 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 leads and introduced quality frameworks to improve 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 and expanded student employment opportunities.

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.

FEDEX GROUND — Indianapolis, IN | Delivery Driver (2017-Present)

Operate within tightly constrained service-level expectations while maintaining customer
satisfaction and route efficiency.

Independent IT Subcontractor — WACD, LLC (2011)

Supported system setup, troubleshooting, and maintenance for business and residential clients.

EDUCATION

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