

# Mia Matos

## Associate Product Manager

### Work Experience

## Kalkomey

### Associate Product Manager

Oct 2024 - Jan 2026

- Presented weekly performance metrics, proactively addressing concerns and implementing follow-up actions to enhance team accountability and performance.
- Analyzed user behavior and performance metrics using platforms such as Mixpanel, translating raw data into data-driven recommendations for feature prioritization and strategic decision-making.
- Collaborated with designers and engineers to write user stories and product requirements, driving a streamlined execution process that significantly reduced project delays and improved team alignment.
- Drove the creation of a best-in-class experience for members by integrating user feedback into product development, significantly improving engagement metrics.
- Identified and delivered key growth opportunities through comprehensive analysis of customer insights, product data, and competitive market trends.
- Owned release rollouts, fostering a transparent environment that improved working group alignment and reduced miscommunication.
- Implemented a structured approach to user story development, resulting in a 15% increase in overall project efficiency and reduced rework within 4 months.

## Zylo

### Software Engineer and Project Manager

Mar 2021 - Aug 2024

- Established a culture of transparency and accountability, resulting in improved team dynamics and more effective project execution.
- Established a prioritized backlog framework, resulting in a 15% increase in team productivity and reduced development redundancies within 3 months.
- Developed comprehensive technical documentation for onboarding, troubleshooting, and support of new technologies, which decreased support tickets related to initial setup by 30%.
- Led support engineering team, reducing ticket resolution time by 25% within 3 months through streamlined processes and proactive issue management.

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### Education

## Bachelor of Science in Computer Science

University of Wisconsin - Parkside

### Skills

#### Engineering

- Debugging
- Java
- JavaScript
- Node.js
- Python
- SQL
- Typescript

#### Product

- A/B Testing
- Competitive Analysis
- Documentation
- Market Research
- Product Lifecycle Management
- Product Strategy
- Technical Writing
- User Acceptance Testing

#### Tools

- AWS
- ClickUp
- Confluence
- Github
- Google Suite
- Jira
- Microsoft 365 Suite
- Postman
- Zendesk