

# Mia Matos

Chicagoland, Illinois  
martin.mia97@gmail.com  
linkedin.com/in/git-mmartin  
http://mcat97.github.io/

## 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.

### Zylo

#### Software Engineer and Project Manager

Mar 2021 - Aug 2024

- Facilitated agile ceremonies, enhancing collaboration and continuous improvement, resulting in a more cohesive team dynamic.
- Refined Backlog to consistently deliver value to clients and reduce redundancy in development lifecycle.
- Authored comprehensive technical documentation for onboarding, troubleshooting, and supporting the integration of new technologies.
- Led support engineering team, successfully resolving issues ahead of Customer Success's SLAs, leading to a 25% reduction in average ticket resolution time.

## Education

### Bachelor of Science in Computer Science

University of Wisconsin - Parkside

## Skills

**Engineering:** JavaScript, Node.js, Python, SQL, Typescript

**Product:** A/B Testing, Competitive Analysis, Documentation, Technical Writing, User Acceptance Testing

**Tools:** AWS, ClickUp, Confluence, Github, Google Suite, Jira, Microsoft 365 Suite, Postman, Zendesk