

# MELISSA C. MORGAN

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Technical Project Manager with experience in customer success management, growth strategy and business development with a demonstrated history of collaborating with teams across the company to deliver optimized product experiences

## SKILLS

Javascript, HTML, CSS, React, Node.js, Django, Python, AWS, Express, MongoDB, PostgreSQL, Object Oriented Programming, Responsive Design, Agile Development, Wireframing, Figma, Adobe Suite (*Photoshop, Illustrator, Lightroom*), Greenhouse, Lever, Nitro Pro, Salesforce, Tableau, Qualtrics

## DEVELOPER EXPERIENCE AND PROJECTS

**Petfindr** - [Github](#) - [Live Application](#)

- Capstone full stack application utilizing React and Django

**The Flow Factory** - [Github](#) - [Live Application](#)

- Group collaboration full stack application utilizing React, MongoDB, Express, and Node.js

**The Cocktail Constructor** - [Github](#) - [Live Application](#)

- Browser and mobile based front-end application utilizing React and integrating a 3rd-party API

**Color Sorter** - [Github](#) - [Live Application](#)

- Browser and mobile based game implemented utilizing Javascript, HTML, and CSS

## PROFESSIONAL EXPERIENCE

**Software Engineering Immersive** | *General Assembly* | Nov '21 - Feb '22

- 12-week, 500+ hour training program focused on Git/Github, HTML, CSS, JavaScript, React, Node, MongoDB, SQL, Python, etc.

**Product Manager** | *Salad Technologies* | *Remote* | May '21 - Oct '21

- Defined bi-annual product vision and roadmap for Storefront items, design, partners, and user interface, and collaborated with a team of engineers to make the product vision come to life.
- Lead for weekly meetings with internal teams to escalate reward related issues to key stakeholders. Developed solutions within the product, improving SLA for escalations by 1 business day.
- Coordinated API integrations and marketing releases for new partners ranging from large corporations (Blackhawk and Printful) to small time indie developers.

**Customer Success Associate** | *Zocdoc* | *New York, NY* | June '19 - Apr '21

- Onboarded medical practices (between 50-70 practices per month) through the initial setup process on Zocdoc (*activation, product training, patient panel engagement, and account optimization*).
- Partnered with Product Management and Engineering teams to develop and update features (*Patient Check-In process, Insurance Intake, and Web-based Calendar*) improving the provider experience.
- Analyzed data and provided recommendations for course correction as needed for each practice using Salesforce and Tableau. Increased average MVS score from 70% to 90%.

**Recruitment Operations Analyst** | *Palantir Technologies* | *New York, NY* | Oct '18 - Mar '19

- Conducted data collection and analysis of 1000 candidates over 6 months within Tableau to help determine best hiring practices, successfully reducing the time from application to offer acceptance.

## EDUCATION

**Louisiana State University (LSU)** | May '18

Bachelor of Science, Marketing - Minor, Fashion Merchandising