

MORGAN SCHMIDT

Technical Product Consultant | Product experienced

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SUMMARY

Technical Product Consultant specializing in the intersection of human-centered design and technical execution. Experienced in bridging the gap between engineering, design, and business stakeholders to ship user-centric solutions through Design Thinking and Product Lifecycle Management. Proven track record in backlog prioritization, stakeholder alignment, and data-driven decision making within high-scale environments like **Telstra** and **Okta**.

EXPERIENCE

Technology Associate Consultant

Telstra | Feb 2025 – Present

- Defined product requirements for the National 3G Exit Program, **managing the transition strategy for 1M+ customers**; designed and launched high-impact visual communication assets that drove customer awareness and ensured zero service disruption.
- Owned the feature roadmap for two mature Field Services apps, managing a prioritized backlog of 10+ requirements; collaborated across cross-functional teams to sustain a **100% on time delivery rate** across consecutive sprints.
- Synced **5+ internal stakeholder groups** (Engineering, Legal, Marketing, and Business) to resolve technical constraints and ensure product roadmaps remained aligned with overarching business objectives.
- Monitored KPIs and user behavior patterns to detect friction points in the field technician journey, leading to targeted UX optimizations that increased operational efficiency.

Intern - Sales Development Representative

Okta | June 2024 – Dec 2024

- Conducted competitive landscape analysis and user discovery calls with 5+ prospects to identify core "pain points" in identity management.
- Optimized internal product-led growth workflows by auditing toolset utilization **across 6 countries**; presented a data-driven strategy to leadership to eliminate technical debt and align cross-functional execution.
- Leveraged Salesforce, 6Sense, and Outreach to automate and optimize prospecting workflows, increasing team efficiency through data-driven process design.

Intern - UX/UI

Digital Native | Jan 2024 – June 2024

- Designed end-to-end user journeys and sitemaps for clients in legal and health sectors, focusing on reducing friction and improving conversion rates.
- Facilitated requirement gathering sessions with **3+ key stakeholders**, transforming complex feedback into actionable design iterations that improved product usability.
- Utilized Figma for prototyping and WordPress for web development.

Intern - Digital Marketing Intern

Vapply | Nov 2022 – Feb 2023

- Spearheaded Go-To-Market strategy and multi-channel acquisition, aligning product positioning with early user needs to drive brand awareness and growth.
- Led cross-functional alignment on messaging and execution, ensuring a seamless and consistent user experience across all digital touchpoints.
- Optimized growth loops by analyzing engagement data to drive iterative, evidence-based improvements to product messaging and channel strategy.

EDUCATION

Bachelor of Design Computing

The University of Sydney

- **WAM:** Distinction
- **Focus:** Human-centered UX/UI design, design thinking strategies, product lifecycle, technical coding (JS, CSS, HTML), and product/service design.
- **Extracurriculars:** Field Hockey and USYD Fashion Revolution Treasurer & President

AWARDS

- **Dean's List of Excellence in Academic Performance** – University of Sydney, 2024
 - Merit based award for achieving the highest academic standing within the Bachelor of Design Computing cohort.
- **Field Services Group Silver Award** – Telstra, April 2025
 - Awarded for excellence in customer-focused design within the 3G Exit Program; selected as a top performer within Telstra Field Services bridging the gap between complex engineering milestones and end-user comprehension.

SKILLS

- **Product Management:** Product Discovery & Strategy, Roadmap Prioritization, Stakeholder Management, Agile/Scrum, Market Fit & Competitive Analysis, Product Lifecycle Management.
- **Design & User Research:** User Discovery, Rapid Prototyping (Figma/Power Apps), Miro, Feedback Loops (UAT), Human-Centered Design, Canva.
- **Technical & Analysis:** JavaScript, CSS, HTML, Power Apps, Salesforce, 6Sense, Advanced Excel/Google Sheets, Data Analytics.
- **Soft skills:** Strategic Systems Thinking, High-Agency Execution, Customer Empathy.
- **Languages:** Native proficiency in Japanese and English.