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# OLIVIA MACDOUGAL

## Technical Product Manager

### EDUCATION

Tufts University, Medford, MA  
*B.S. Computer Science*  
*Magna Cum Laude*, GPA: 3.62  
2014 – 2018

### SKILLS

Agile Methodologies  
Creative Problem Solving  
Team Leadership  
Communication  
Presentation  
Beta Coordination  
Feature Definition  
Agile Software (JIRA, Trello)  
Google Analytics  
SQL, C++, Python

### CERTIFICATIONS

Foundations and Focus  
*Pragmatic Marketing*, July 2020

Certified Scrum Master  
*Scrum Alliance*, Jan 2019

Certified Scrum Product Owner  
*Scrum Alliance*, Nov 2018

### ACTIVITIES

Volunteer Coordinator  
*VMW Service Learning*, Present

Alumni Student Mentor  
*Tufts Women in CS*, 2019

Innovative and data-driven Technical Product Manager. Skilled communicator practiced in translating between highly technical information, user stories and customer-facing messaging. Agile product leader of cross-functional teams responsible for delivering highly visible features against competing deadlines and budgets.

### PROFESSIONAL EXPERIENCE

#### TECHNICAL PRODUCT MANAGER

*Apr 2020 - Present*

*VMware - Carbon Black / Boulder, CO*

- Defines and presents strategic direction and product roadmap to SBU executive leadership to successfully drive prioritization of and continued investment in product with \$8.6M total ARR
- Owns key strategic partnership with Dell to jointly develop and launch an integrated solution for endpoint security
- Leads tactical execution of product vision resulting in a 706% year-over-year increase for key product usage metric
- Prioritizes customer submitted cross-platform feature requests in user forum to ensure a quality user experience

#### PRODUCT OWNER

*Mar 2019 – Apr 2020*

#### ASSOCIATE PRODUCT OWNER

*Jul 2018 – Mar 2019*

*VMware - Carbon Black / Boston, MA*

- Drove product development and decision-making with an Agile Scrum team from ideation to launch
- Collaborated with stakeholders across the business to understand and convert problems to user stories
- Lead beta programs, conducted research studies and analyzed customer usage data to ensure successful software delivery

#### FULL STACK DEVELOPER INTERN

*Jun – Aug 2017*

*PlacePass, Inc. / Cambridge, MA*

- Contributed to the development and launch of a digital experiences marketplace full-stack web app for Marriott
- Deployed Google Analytics to analyze usage metrics and presented insights to executive leadership