

PAUL DICKINSON

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Relevant Experience

Product Manager – Lyft (San Francisco, CA) 10/2016-05/2020

- *Claims (10/2018-05/2020)* - Led definition and execution of 0 to 1 claims system as part of cross-functional strategy managing >\$1B in annual claims and reducing cost by >\$90M in year 1. Own claimant, associate, and partner surfaces for reporting accidents and managing claims.
- *Rider growth (10/2017-10/2018)* - Improved rider engagement coupon targeting efficiency by >30% / >\$100M/yr with machine learning targeting
- *Competitive intelligence (10/2016-10/2017)* - defined and built tools and programs for measuring market share and relative pricing to inform market expansion and pricing / promotion strategy.

Director, Monetization and Business Ops – Nuna Health (San Francisco, CA) 1/2015-9/2016

Nuna is a venture funded healthcare analytics startup providing data warehousing and insights to large employers and government. I acted in a variety of roles straddling product and business and reporting to the founders. I was an active participant in: setting company strategy and goals, successful \$70M Series B fundraising, sales, partnership discussions, organization building, operational management, product definition.

- *Director, Monetization & Business Operations (5/2016-9/2016)*
- *Head of commercial (5/2015-4/2016)*
- *Product manager (1/2015-5/2015)*

Product Manager – Facebook (Menlo Park, CA) 10/2012-1/2015

- *Sales tools* – Maximize sales effectiveness at increasing FB revenue and improving customer satisfaction, for clients of all sizes from SMB to world's largest advertisers.

Business Operations program manager – Facebook (UK) 2010-2012

Management Consultant – Oliver Wyman (Canada and UK) 2007-2010

Education

MMath – Combinatorics and Optimization (Quantum Computing) 2004–2006

University of Waterloo – Waterloo, Ontario, Canada

BSc .Computer Science, and BSc. Pure Mathematics (both 1st class honours) 1999–2004

University of Calgary – Calgary, Alberta, Canada

Interests

Avid reader and traveller, making things, languages (French, Spanish), Burning Man ranger