

Phil Morris-Parent

Product management | User experience | Leadership

Phil is a resourceful, creative, and empathetic product team leader who draws from their wide range of skills and experiences to proactively identify issues and ultimately deliver impressive results.

Email: me@phil.city

Website: <https://phil.city>

Qualifications

User Experience & User Interface (UX/UI) Design

- Comfortable planning and conducting user studies
- Documented efficacy at nurturing user feedback into tangible product improvements
- Experienced at producing low- and high-fidelity mockups and prototypes
- Skilled with Figma and Photoshop
- Strong technical communication skills
- Excels at following through on design goals with developers and other team members
- Natural and comfortable advocating for users and their needs
- Strongly values inclusive, accessible design; experienced meeting W3C Web Content Accessibility Guidelines (WCAG)
- Proficient with modern web development technologies:
 - Javascript (Node.js, Electron, Svelte, Tailwind CSS, Vue.js)
 - Python (Flask, Bottle, Matplotlib, Jupyter Notebook)
 - HTML 5/CSS 3
- Individually developed functional prototypes of prospective software products
- Experienced working with deployments on a number of commercial cloud providers including AWS, Google Cloud, and Firebase
- Comfortable authoring documentation and guides, written and video, for internal and external use

Product Management

- Contributed to product management for over 5 years, with over 3 years as owner of one or more products
- Excellent written and verbal communication skills
- Comfortable with a range of planning tools including Notion, Trello, GitHub, and FigJam
- Established and scaled processes for planning, testing, and release management
- Familiar with Agile/Scrum processes and principles
- Excellent at relationship management
- Keen and detailed note-taker; values documentation and accountability
- Skilled at developing and communicating product vision, narrative, and strategy, both internally and externally
- Oversaw the concurrent development of 4 products; 3 new and 1 legacy
- Comfortable and experienced managing existing legacy products, as well as setting up new products from the ground up
- Established and maintained status tracking dashboard in Notion for senior leadership team
- Collaborated with Marketing to develop and document a product launch process

Leadership

- Over 3 years of experience as a manager with up to 5 direct reports
- Instrumental in the creation and management of a new product department following the merger of 2 companies
- Celebrated as a mentor for consistently demonstrating genuine care, and for ability to identify and nurture individual strengths
- Experienced at running structured, collaborative meetings with a clear objective
- Values giving and receiving honest, caring, critical feedback as the basis of a strong and healthy professional relationship with reports and mentees
- Promotes a culture of celebrating accomplishments, psychological safety, and individual/collective accountability
- Experienced at establishing and maintaining desired culture within a growing team
- Participated as an interviewer and decision maker in the hiring of new team members
- Successfully ran team-building activities spanning from games to exercises to collaboratively identify and affirm team values

Work Experience

Sapper Labs

Head of Product

Remote | April 2023 - October 2023

Responsible for establishing and managing the Sapper product division following the merger of Dark River Systems and Sapper Labs Cyber Solutions in 2022.

- Oversaw the development of Hunchly 2, Cloak, and several other unannounced projects
 - Supported Hunchly 2 development under subordinate product manager
 - Acted directly as product manager for Cloak and other projects
- Mentored and assisted team members working in product management, development, UX/UI design, customer support and relationship management
- Owned and occasionally directly performed the setup and/or migration of key infrastructure
- Led successful cross-functional meetings related to process and release planning
- Standardised milestone planning process across products that leveraged Agile/Scrum principles
- Implemented a Notion dashboard and update process to make accurate status info available to senior leadership at a glance
- Participated in hiring discussions and interviews as subject matter expert for product management and UX/UI design
- Created functional designs based on discussions and sketches
- Supported 5 direct reports - product manager, development team lead, 2 junior developers, and customer support

Product Manager (Hunchly)

Remote | June 2022 - April 2023

Owned strategy and development of core product following the merger of Dark River Systems and Sapper Labs Cyber Solutions in 2022

- Groomed the ticket backlog and planned development based on user feedback
- Conducted UX/UI research, design, documentation, and developer handoff
- Reviewed and edited designs from a junior UX/UI team member
- Designed and developed prototypes of potential future products
- Managed a small team of developers and customer support staff

- Prepared technical assessment materials, interviewed, and made key decision on multiple hires
- Assisted in the setup and preparation of backend automated tests in Go
- Developed a Python/Flask course for the Hunchly Institute eLearning platform

Dark River Systems

Head of Product

Remote | August 2020 - June 2022

Responsible for overseeing the direction, strategy, and day-to-day operations of the Hunchly development team while also exploring new product opportunities.

- Groomed the ticket backlog and led release planning discussions
- Conducted UX/UI research, design, documentation, and developer handoff
- Led a small team (1-3 reports)
- Implemented processes for milestone planning, issue tracking, and release management
- Managed mission critical infrastructure such as the build system, automated test system, and public-facing website
- Led project to improve accessibility of Hunchly 2 and compliance with W3C Web Content Accessibility Guidelines (WCAG 2.0)
- Reimplemented the Hunchly licensing and customer management stack in Python/Flask and Google Cloud
 - Integrated Google App Engine, Google Secret Manager, Mandrill, Mailchimp, Stripe, and Chargebee, and implemented several custom endpoints
- Migrated the Hunchly CI/CD to GitHub Actions to enable builds on additional platforms, speed up builds, reduce costs, and improve security
- Designed and oversaw outsourced development of the Hunchly Mobile app
- Performed WordPress site administration for the Digital Evidence Guide project, a collection of resources to support victims in preparing evidence packages for their legal counsel or law enforcement
- Contributed to the Hunchly Institute eLearning platform
 - Acted as platform administrator
 - Developed a Python/Flask intro course targeting online researchers
 - Edited content for 2 other courses
- Deployed password management solution organisation-wide to improve security and simplify access to shared resources

Quality and Support Lead

Remote | August 2018 - August 2020

Responsible for delighting Hunchly's users by solving their technical issues directly, advocating for user needs during planning discussions, and ensuring all software released was reliable and easy to use.

- Responded to requests for technical support over email, and assisted users directly over Zoom as required
- Created user self-help resources such as knowledgebase articles and tutorial videos on YouTube
- Contributed to release planning as a representative for the needs of users
 - Dramatically reduced per-user support costs by advocating for bugfixes and quality-of-life improvements such as in-app licence activation
- Formalised the release management process, leading to greater predictability of release timelines and clearer status of progress towards release
- Owned release verification
 - maintained a suite of manual tests that covered core app functionality
- Implemented an automated build system on Travis CI
- Implemented ticket templates to ensure developers were empowered to make changes and to reduce the possibility of miscommunications
- Automated Hunchly installer packaging on Mac, Windows, and Linux
- Created Python scripts to reproduce or solve user issues
- Contributed to the design of new features such as the queue

Mentor, a Siemens Company

Technical Applications Specialist

Saskatoon, Saskatchewan | May 2016 - July 2018

Responsible for growing the business of Variation Designer, one of Mentor's semiconductor CAD tools, within its existing customers by strategically training, supporting, and developing custom solutions for their users.

- Trained and supported circuit designers on the use of Variation Designer at companies like NXP, Infineon, NVIDIA, and Qualcomm
- Actioned account-level strategies in collaboration with salespeople, account managers, and other technical staff
- Owned and maintained relationships with key customer stakeholders
- Documented communications and project status in Salesforce
- Demonstrated excellent technical communication skills
- Became team expert for scripting and automation
- Implemented licence tracking dashboard built on Grafana and InfluxDB, wrote custom Python parsers to ingest licence data
- Authored and edited numerous technical guides hosted on internal knowledgebase

Glenrose Rehabilitation Research Center

Research Internship

Edmonton, Alberta | January 2014 - August 2014

Responsible for the development of a non-invasive wearable heart rate and blood oxygen saturation monitor as part of a research project to identify risk factors in falling in the elderly.

- Designed a Bluetooth-enabled, wearable, non-invasive pulse oximeter
- Contributed to firmware to extract cardiovascular metrics from raw sensor data
- Co-authored a Windows application in C# to interface with the oximeter
- Produced literature reviews, documentation, and development guides

Education

Google UX Design Certificate

Online | Completed October 2023

BSc. Electrical Engineering

University of Alberta | Edmonton, Alberta | Graduated 2016

- Graduated with a 3.8/4.0 GPA

High School Diploma

Strathcona High School | Edmonton, Alberta | Graduated 2011

Languages

- Fluent in English
- 12 years of French immersion education

References available upon request