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Raymond Harris

WORK EXPERIENCE

Project Manager, Marker Seven - Digital Agency
May 2017 - October 2017 www.markerseven.com
- Concurrently managed 6 projects with SCRUM methodology, working with designers and developers
- Led agile product management of *KQED Learn* student platform from through launch to 1,500 users including user research, developing user stories, and prioritizing backlog amid fluid stakeholder goals
- Designed and documented interactive wireframes for visual design and development team needs
- Monitored & analyzed bug reports and triaged issues in JIRA to support presentations to stakeholders

Account Executive, Yelp
February 2016 - April 2017 www.yelp.com
- Deployed innovative process improvement for sales reps across entire organization by understanding existing management tools and techniques, creating a simple yet robust Salesforce dashboard to visualize and interpret quantitative data, and training sales managers and representatives the process
- Closed $113,000 in advertising revenue from local businesses across the US
- Learned about small business operations from direct conversations with 1,200 unique business owners

Co-Founder, Product Manager, Shiftmates - Employee scheduling software
June 2014 - March 2015 www.shiftmates.net
- Grew startup from to 60+ user beta over 10 months working alongside 2 co-founding engineers
- Empathized with customer pain points via quantitative research, 40+ on-site interviews with small businesses, cold-calling, email, and personal experiences to create distinct customer personas.
- Designed user experiences for employees and managers across web, email, & sms interfaces

Senior Support Technician, D'Amore-McKim School of Business
December 2010 - July 2013 www.damore-mckim.northeastern.edu
- Promoted over time to lead desktop tech support team of 6-10 employees for 150+ faculty and staff
- Implemented skill-development system incentivizing employees to teach each other trackable skills

INDEPENDENT PROJECTS

Online portfolio available at https://raymondgh.github.io

Budgie July 2015 - January 2017
- Shipped a personal finance iOS and Android app that reached 655 qualified users
- Leveraged Parse PaaS and Ionic Push Notifications to service a hybrid application

World Flags, November 2012 - November 2013
- Developed an educational game and localized in 8 languages to achieve 19,251 downloads
- Worked with Microsoft to launch app with initial Windows 8 release, embracing 'metro' design language

Atlas, July 2011 - November 2012
- Developed web tool for players of an MMORPG, reaching 15,000 users with up to 500 DAU
- Maintained ongoing feedback cycle between users and development to help prioritize features and fixes

EDUCATION

Software Product Mgmt. Certificate, Product School
November 2016, San Francisco, CA

B.S. Entrepreneurship, Northeastern University
August 2013, Boston, MA

HACKATHON AWARDS

Grand Prizes: SmallBizDev Hackathon, Yo Hackathon, YCombinator Hacks (Music)

Runner Ups: HP IDOL OnDemand, Capital One People & Money, RingCentral