

Robert Santos

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Technical Product Manager | Product Owner | Scrum Master

Innovative and results-oriented Product Manager with over 8 years of experience leading cross-functional teams to develop, launch, and optimize enterprise software solutions. Adept at driving product strategy and execution to align with business objectives and customer needs. Passionate about creating value through user-centric design, seamless integrations, and data-driven decision-making.

Core Competencies

Product Lifecycle Management & Development | Project Coordination | Product Roadmap | Resource Allocation | Prototyping | User Feedback Analysis | Process Improvement | User-Centered Design Development | Backlog Prioritization | Agile and Scrum Methodologies | Scrum Master | Quality Assurance | Data Migration | Client Relationships Management | Data Visualization | B2B & Startup Expertise | Strategic Vision | SDLC | API Integration and Management | UX/UI Design | Competitive Analysis | E-Commerce | Engagement Channels

Technical Skills: Google Cloud Platform ▪ CRM ▪ ERM ▪ SQL and NoSQL Databases ▪ MS Office Suite ▪ I.R.I.S. Xtract ML ▪ Autobahn DX/Aquaforest OCR ▪ Salesforce ▪ JIRA ▪ Postman ▪ MIRO ▪ Trello ▪ Google Looker ▪ Google Analytics ▪ Tableau ▪ Figma ▪ Confluence ▪ GIT ▪ GitHub ▪ APIs ▪ JSON ▪ A/B Testing ▪ Product Plan

PROFESSIONAL EXPERIENCE

Cleared4 LLC. | Dallas, TX (Remote)

Technical Product Manager (10/2021 to Present)

- Guided the product roadmap for a user-facing platform, enhancing UX for 2M+ users, and reducing support issues by 28%.
- Led the implementation of enterprise integrations with APIs and cloud services, accelerating adoption for large-scale clients.
- Facilitated data-driven decision-making by establishing KPIs/OKRs, driving measurable improvements in user engagement.
- Collaborated with UX and engineering teams to launch streamlined onboarding experiences, improving time-to-value by 30%.
- Delivered high-impact product demonstrations to stakeholders, showcasing technical depth and business value.
- Facilitated Agile Scrum ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives, ensuring team alignment and continuous improvement.
- Coached team members on Agile best practices, enhancing collaboration and improving sprint velocity by 15%.
- Spearheaded multiple projects simultaneously, coordinating efforts across various engineering and development teams to ensure alignment with product goals and timely delivery.

YellowFolder LLC. | Carrollton, TX (Remote)

Technical Product Manager and Scrum Master (01/2018 to 03/2020)

- Managed the end-to-end lifecycle of a SaaS platform for K-12 education, ensuring compliance with HIPAA and FERPA.
- Spearheaded enterprise data integration projects, optimizing workflows and reducing redundancies by 20%.
- Partnered with field teams to gather customer feedback, refining features to meet market needs.
- Enhanced engineering collaboration, leading to a 35% improvement in production throughput through ML-based optimizations.
- Identified and removed roadblocks to enable the development team to meet sprint goals efficiently.
- Managed sprint backlogs and prioritized user stories based on business value, ensuring timely delivery of features.

YellowFolder LLC. | Carrollton, TX

Director of Cloud Services and Associate Product Manager (09/2016 to 01/2018)

- Led efforts to increase production output by 35% by implementing new technology and lean thinking methodologies in operations.
- Streamlined project resource allocation by consistently presenting operational demands to the executive team, ensuring the sales pipeline's sustainability.
- Generated thorough case information by partnering with departmental managers to troubleshoot newly identified issues.
- Maximized departmental efficiency and reduced costs through distributing process enhancements within the customer implementation process.

- Boosted output by 250% by streamlining box and image conversion for seamless delivery to auto-classification software.
- Reduced resource needs by 35% by implementing machine learning software for document auto-classification in alignment with lean management principles.

Associate Product Manager Key Achievements:

- Designed a document upload feature for both web-based and app solutions that reduced the amount of paper produced.
- Led efforts for User feedback to uncover new needs and gain deeper insights into product enhancements.
- Successful outcomes were ensured by redefining requirements using agile methodology and scrum practices.
- Co-led user experience research to build memorable end-to-end experiences.

YellowFolder LLC., | Carrollton, TX

Associate Product Manager (07/2013 to 09/2016)

- Designed user journey maps, workflow designs, and diagram documentation.
- Articulated user stories, acceptance criteria, and technical documentation.
- Collaborated as the product subject matter expert with all teams and customers.
- Participated in product roadmap and backlog management.
- Facilitated API integration over SFTP as a means for securing and streamlining data exchange.
- Conducted customer research to gather feedback on product performance and improvements.

Key Achievements:

- Elevated satisfaction ratings by 15% above the prior benchmark by leading support team initiatives.
- Improved image traffic management to the ERM system, which generated robust usage metrics with smooth daily operations.
- Ensured timely project delivery by collaborating with cross-functional teams while conducting on-site visits to evaluate customer requirements, provide training, and craft effective business strategies.

EDUCATION and PROFESSIONAL DEVELOPMENT

Dallas College

Associate of Science in Business Administration and Management, GPA 3.4

University of Texas (2023)

Product Management Certificate

- An intensive boot camp that delves into agile methodology, fosters collaboration with stakeholders, and modern methods in the software development life cycle.

Southern Methodist University (2021)

Full Stack Web Development Certificate

- A robust and rigorous boot camp that covers front-end and back-end development, development libraries, databases, and responsive web development.