

# Timothy Goodwin

## Product Manager | Top Producer & Life Long Learner

Pittsburgh, PA

-Email me on Indeed: <http://www.indeed.com/r/Timothy-Goodwin/580f5088a838c842>

I am a Product Manager and I love what I do. I have worked on B2B products for 3 years and have 6 more years of professional experience. Through all of my work experience, I discovered that all of the most exciting elements of my career centered on problem solving! From identifying customer pain points, to meticulously crafting clear, succinct PRDs, to working cross-functionally with Dev, Design, & others all to ensure successful go-lives, I knew product management is what I am supposed to do.

Colleagues will tell you that I am a team player who is intrinsically motivated to succeed by a desire to become the best version of myself. My natural curiosity helps me to see both the big picture and to focus on the nitty gritty details. I am laser-focused on process improvement personally, for my team, and the customers I serve.

Authorized to work in the US for any employer

## Work Experience

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### Product Manager

Dr. Car Quotes - Remote

November 2022 to Present

- Co-founder of the B2C web app, Dr. Car Quotes, a tool that allows car owners to quickly compare prices of local auto shops.
- Ran initial user and market research to explore the problem space of consumer auto repair experiences.
- Identified a market fit and crafted Product Requirements Document for the MVP. Used this to communicate the solution and market value, which resulted in rapid team alignment and implementation.
- Ruthless prioritization of the product backlog and features to align with business objectives.
- Led a team of 1 designer and 2 developers using Agile sprints to ship an MVP in 8 weeks. Currently testing with users and iterating on our designs and sourcing our data.

### Training Specialist

EduLink, Inc. - Cranberry, PA

May 2021 to Present

- Used time answering tickets and training customers to conduct user research and identify user pain points. Synthesized findings into user stories for the development team.
- Managed product documentation for Customer Success, ensuring new and old features were clearly communicated to users.
- Ensured smooth transitions to new features and early adoption by users by partnering with cross-functional teams.
- Managed Freshdesk and Jira daily to identify and fix technical problems. Provided exceptional customer service and cut client ticket timeframes (response time and resolution time) in half.

- Remotely trained clients on all aspects of the product: teacher compliance software. Guided clients from on-boarding to full usage, reducing client churn rate by 4%.
- Proactively created and enacted a robust client success plan that has improved client usage of the software by 5.5%.

## **Product Manager**

PILOT, Inc. - Remote

April 2022 to November 2022

- Increased the company's product usage KPIs by 3% in 3 months.
- Formalized the UX Research process to uncover customer problems and opportunities.
- Conducted A/B testing and analyzed data and feedback from users to improve product features, which resulted in an 8% increase in CSAT.
- Crafted 2 Product Documentation Requirements to scope and manage 2 new features.
- Optimized cross-functional teams to launch features on time and within budget.
- Standardized all product documentation which eliminated discrepancies and confusion.
- Eliminated \$3K in overhead by identifying inefficiencies and simplifying company processes.
- Enhanced company on-boarding by clarifying product team roles and responsibilities, and formalizing procedures.

## **Buyer's Specialist**

Task Force Realty - Fairfax, VA

March 2018 to August 2019

- Co-founder of the team. Planned product and brand strategy and crafted company values.
- Managed operations and closed transactions to bring in \$8M in sales volume, enable the hiring of new staff, and create company SOPs.
- Grossed \$4M in sales by on-boarding, managing and coaching 4 new buyer agents.
- Raised conversion rates by 35% by scoping and creating KPIs and analyzing this data weekly for continued product and process improvement.
- Contributed to over 25% of the annual team sales volume by communicating to customers, beyond a shadow of a doubt, that they are in good hands.

## **Teacher**

Trinity Schools, Inc. - Fairfax, VA

August 2016 to June 2018

- 2 years of experience in a fast-paced, people facing professional environment that required timely action and creative solutions in the face of dynamic circumstances and the competing needs of diverse stakeholders.
- Developed and taught a multidisciplinary curriculum for 6 classes with students from seventh grade to tenth grade. Maintained a student grade average of A-.
- Mentored and coached students in writing, goal setting, and time management skills leading to 86% of the students achieving honors.

## **Campus Mentor**

FOCUS - New London, CT

May 2014 to July 2016

- Organized 4 two-week international mission trips, led fundraising efforts, and executed program logistics which resulted in an average of 12 students per trip and an average of \$22,000 raised per trip.

- Designed 24 personal coaching programs for young collegiate men to encourage personal growth through health habits, interpersonal communication, and a strong sense of self and beliefs.

## Education

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### **BA in History**

University of Pittsburgh

## Skills

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- Product demos
- SaaS
- HTML5
- CSS
- Git
- UX
- Public speaking
- Microsoft Office
- Jira
- Freshdesk
- Confluence
- InVision
- Figma
- Adobe XD
- Adobe Photoshop
- Google Suite
- Google Analytics
- Presentation skills
- Leadership
- Salesforce (2 years)
- MailChimp
- Product Management
- Product Roadmap
- Product Strategy
- Scope management
- People Management
- Creating Product Demos

## Links

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<https://www.joincolab.io/projects/dr-car-quotes>

<https://www.linkedin.com/in/timothy-a-goodwin/>

## Assessments

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### **Customer focus & orientation — Highly Proficient**

March 2022

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.