Ricardo Fernandez

Product Manager with a wide range of professional experience to draw insights and ideas from
Seattle, WA
-Email me on Indeed: http://www.indeed.com/r/Ricardo-Fernandez/2240066fc180b22c

A craftsman whose mediums span from code to lumber, with a toolbox ranging from a keyboard and software to saws and 100+ year old hand planes. My unending curiosity drives me to learn and to understand each problem and environment before creating elegant solutions designed based on how users will actually interact with the final product.

As a PM, I am committed to motivating others and myself to find improvements, however small they may be, while working to solve problems, understand users, and at times, simply GSD (get shit done). The results of which have allowed me to create measurable impacts, for users and the business, in each of the positions I have held.

Strongly interested in leveraging technology to make a positive social impact.

Authorized to work in the US for any employer

Work Experience

Personal Development
Career Break
March 2022 to Present

• Designed, developed, and iterated on 3 apps while teaching myself iOS development. [Swift, SwiftUI]
• Volunteered for disaster response work; deployed on 3 operations and completed numerous leadership and field-skills trainings through Team Rubicon and FEMA.
• Spent 2 months living in Central America making new connections/friendships and practicing Spanish.
• Completed a Remote (austere) EMT course and received EMT and MCPIC certifications.

Technical Product Manager
Best Buy - Seattle, WA
December 2019 to February 2022

• Managed the development and maintenance of a React Native platform, APIs, a component library, and other tools enabling rapid mobile (iOS and Android) development for engineering teams – these tools were instrumental in converting stores to only curbside pick-up in 48 hours when shutdowns were mandated.
• Defined the roadmap and OKRs to consistently deliver value to 10+ partner teams and the organization.

Technical Product Manager
Microsoft - Bellevue, WA
April 2019 to December 2019

• Managed the development and design of numerous features focused on reporting, analytics, and insights for Microsoft Teams to drive adoption and user growth (DAU/MAU).

• Defined the roadmap objectives and collaborated with teams of engineers, designers, and others in multiple geographies/time zones to unify product vision and drive execution.

Product Manager
Microsoft - Bellevue, WA
March 2017 to September 2018

• Drove 200+ teams (5000+ software engineers) in multiple geographies/time zones to meet reliability and availability expectations for hundreds of millions of users and billions of requests per month, ensuring the overall quality of all Bing Search and Cortana AI products (web, mobile, & various device types).
• Planned and developed an automated system to track improvements to products identified during incident postmortems across all 200+ teams, leading to a significant reduction in user impact. [Python, Excel, Bing APIs]
• Built a self-serve tool to allow engineering managers and leadership to view reports of their teams' technical debt and performance metrics. [Power BI, SQL]
• Produced executive level communication to report the current state of Bing and Cortana products.

Product Manager
Health Net Connect, Inc - Wixom, MI
September 2015 to October 2016

• Managed multiple telehealth SaaS projects (4 concurrently), working directly with healthcare providers and patients to understand their use case, requirements, and to define the user experience (UX) for each.
• Spearheaded the redesign of our product's UX to better match specific user personas.
• Completed the front-end development of a custom telehealth camera application. [CSS, HTML, Razor]

Data Management Specialist
EMS Survey Team - Lansing, MI
March 2015 to September 2015

Designed and built engaging, user-friendly, and cross-platform surveys. [CSS, Snap 11]

Education

B.A in International Relations
JAMES MADISON COLLEGE AT MICHIGAN STATE UNIVERSITY
2013

Skills

• HTML
• CSS
• JavaScript
• Python
• SQL
• Git
• Swift
• Learning

- Writing
- Research
- Product management
- Agile
- Analytics
- Requirements gathering
- Scrum
- Jira

Links

https://www.linkedin.com/in/rmfernandez1

Certifications and Licenses

FEMA - IS-100.C: Introduction to Incident Command System, ICS-100
November 2022 to Present

FEMA - Introduction to the National Incident Management System, IS-700.B
December 2022 to Present

FEMA - IS-200.C: Basic Incident Command System for Initial Response ICS-200
December 2022 to Present

FEMA - IS-800.D: National Response Framework, An Introduction
January 2023 to Present

Medical Care Person In Charge
Present

Medical Care Person In Charge (MCPIC)
REMEMI - 307
This course satisfies the Medical Care Person In Charge training requirements of 46 CFR 11.305(a)(3)
(ix); 11.307(a)(3)(ix); 11.311(a)(3)(vi); 11.313(a)(3)(vi); 3.315(a)(3)(ii); and 46 CFR 12.621(a)(1) and
(2) and Table A-VI/4-2 of the STCW Code as amended 2010 for an STCW endorsement as

Person in Charge of Medical Care; AND

Medical Care Provider training requirements

Elementary First Aid per STCW Code Table A-VI/1-3

Elementary First Aid per 46 CFR 11.302(a)(3) and 46 CFR 12.602(a)(3)

First Aid and CPR 46 CFR 11.201(i)(1)

All assessments of the Elementary First Aid Section of the Basic Training NVIC 08-14

Emergency Medical Technician

March 2022 to March 2024

Credential ID 7266-6277-4612

Health Care Provider CPR & AED (BLS) / Standard First Aid Adult, Child & Infant

March 2022 to March 2024

Emergency Care and Safety Institute
Credential ID 1R4IXMT5KVMK