Stephen Ryan

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Experience

‣ **Product Manager**

Betterpath; New York, NY (March 2015-Present)

- Worked with the engineering and design teams to develop new features in order to increase user acquisition, reduce operational overhead, improve user experience, and scale the product.
- Built a user facing on-boarding flow that increased internal operational efficiency by removing all manual processes and allowing Betterpath to grow their user base 50x without an increase in overhead.
- Utilized Mixpanel to gather and analyze data about how users (internal and external) are using our product.
- Developed user stories and acceptance criteria based on end-user and internal stakeholder needs.
- Created wireframes and mockups in UXPin for upcoming features and functionality of our product.
- Managed a quality assurance team of 4 remote employees and owned the bug list as well as the release process to give the green light to ship to production.
- Owned a 12-month product roadmap from product conception through execution.
- Designed and managed implementation of a solution to eliminate the use of Salesforce, Webmerge, and Typeform and bring functionality in-house.

‣ **Systems Engineer**

IBI Group; New York, NY (February 2014-March 2015)

- Developed requirements based on stakeholder needs.
- Acquired new business by creating a value proposition for our services.
- **Selected Project: NYC Transit Integrated Service and Information Management**
  - o Developed the system specification for a ~$100 million train traffic management system.
  - o Created a comprehensive hardware and software cost model.
  - o Automated the specification publishing process, eliminating the need for a contractor and saving $10,000.

‣ **Systems Engineer**

DRS Technologies; Gaithersburg, MD (July 2011 – February 2014)

- Developed system and subsystem requirements for large scale defense systems.
- Created and executed test plans ranging from board level tests to fully deployed systems.
- **Selected Project: Jordanian Armed Forces Special Communications Commission**
  - o Managed and coordinated equipment installation, integration testing, and tower construction tasking for a 15 person cross-functional team at microwave communication sites throughout the Kingdom of Jordan.

Education

B.S. in Aerospace Engineering, May 2011

The Pennsylvania State University

Skills

Trello, Asana, Github, UXPin, Assembla, TestRail, Mixpanel, Stakeholder Management, Requirements gathering, User Stories, Wireframing, UX, Conversion, Data analytics, SQL, Systems Integration