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January 2016

Letter of Recommendation for Steve Ryan, Product Manager at Betterpath

Steve Ryan was a Product Manager at Betterpath for a year - from March 2015 to January 2016. For half of that time he was the sole Product Manager under my direction as SVP Product.

Steve performed his role with great competence. He's a strong and careful analytical thinker, precise with detail. He engaged collegially with our business teams to elicit requirements and agree high-level product approaches – often communicated in business and system process flows. He would then deconstruct the agreed solution into user stories, writing the story definition and acceptance criteria. He also proficiently created wireframes to describe the user experience of the product enhancements and new features he specified.

He had a close and productive working relationship with our engineering team – collaborating with them in Agile development iterations – answering questions, adapting user stories to reflect agreed implementations, and finally testing and confirming the delivery of the built functionality. He was an active participant in weekly product development prioritization meetings and work scheduling.

Steve also managed the workload and process for our offshore QA team – ensuring they understood what needed to be tested each week, performing bug triage, and managing the test framework.

Finally, he performed the detailed work of instrumenting our application with behavioral tracking to enable us to make data-driven product decisions in the future.

Steve has a great work ethic – he works hard and conscientiously. He is a fast study – absorbing new information and coaching to rapidly grow his skills. He also shows great interest in the business domains in which he works – eager to understand the bigger context and the underlying strategies what will make the product successful.

I recommend him highly.

Brett Collinson
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