

Michael Plasmeier

Delivering Impact

Massachusetts Institute of Technology Bachelor of Science in Management Science (Technology Track) and Computer Science and Engineering (Double Major) **2009-2013**

- 4.4/5.0 GPA

Oscar Health Insurance *Product Manager, Concierge Team (Member Services), in New York, NY* **2016-2017**

- **Find a Doctor/Provider Concierge** Shipped internal employee flow to cut search time and store results; rich, new member-facing experience to help members find an in-network provider
- **Provider Pages** Prepared redesign for internal users to reduce confusion/MLR and improve member experience. Conducted research with 50+ stakeholders; worked through complex data structures to surface relevant information; worked cross team to share logic across audiences/UIs
- **Triage of Care Workflow** Coordinated with clinical and risk staff; worked to implement w/ operations

United States Digital Service *Digital Service Specialist at the Social Security Administration in Baltimore, MD* **2015-2016**

- White House effort established by President Obama to reimagine how the Federal Government builds IT
- Established Product Management role at Social Security; mentored existing SSA employees in new role
 - Member of the leadership team in reset of the Disability Claims Processing System from a failed \$300M project to an agile, Node/React product designed with intensive user involvement
 - Consulted on development of Government-wide Authentication and Identity Proofing architecture

Yahoo! *Associate Product Manager (APM) in Sunnyvale, CA* **2013-2015**

- **Yahoo Aviate** Yahoo's newly acquired Android Homescreen
 - **Search in Aviate** Launched v1 of Search in Aviate in ~3 months to positive press; coordinated all aspects of search strategy, v1 development, and release/PR process
 - **Retention Experimentation** Shipped 6+ experiments, boosting 3-day retention ~10%
 - **Cards Platform** Proposed vision for next generation multi-product experience
- **Mobile Search** Contributing Product Manager on next generation Mobile Search exploration
 - Responsible for Quick Facts: flights, calculations, etc, 3rd Party Options; Search Assist
- **Geo Platform** Managed the product strategy and direction for the Geo Platform, a horizontal platform group which provided user location to all Yahoo products
 - **API Refresh** Shipped next generation API and tool set to make integrating Geo data easier to use
 - **Consultative Sales** Worked with client PMs to use Geo data most effectively in their app; shipped 8 client integrations across Search, Homepage, Weather, and more
 - **Location History** Laid groundwork for Location History product to improve personalization

CardSpring *Software Engineering Extern in San Francisco, CA* **2013**

- Built integration testing framework using Ruby on Rails' RSpec for company's public API

Disney *Product Manager Intern in Parks and Resorts Online in Glendale, CA* **2012**

- Assisted with all aspects of Product Manager for Shipboard iPhone app for Disney Cruise Line

Altman Vilandrie & Co. *Business Analyst Extern in Boston, MA* **2012**

- Analyzed data center pricing; strategy of a major cable/satellite company in hospitality market

NextJump *Product Development Engineer Intern in New York, NY* **2011**

- Full stack web developer on PHP stack (HTML, JS, jQuery, Prototype, PHP, Zend, MS SQL Server)

Deutsche Bahn *Innovation Management Intern in Project Mobility/Touch&Travel in Frankfurt, Germany* **2010**

- Designed the UI and process workflow of the new Smartphone version of Touch&Travel
- Prototyped a new multi-layer map platform scheduled for implementation (JS, HTML, CSS, PHP, MySQL)