Tyler Rathod

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Experience

Apple

Product Manager - Internal Support Tools Mar 2022 - Present

Created and executed strategic vision, roadmap, and backlog for Apple's largest internal site serving >50k DAUs, IS&T Web.

Daily cross-functional work with engineering and UX to introduce flagship features, including redesigned Tech Support search that reduced calls to internal IT helplines by >10%.

Built and executed monthly sprints, where I coordinated with 50+ stakeholders and managed our end-to-end software development process, from ticket creation to final production testing.

UX Designer - Internal Design Systems Sep 2021 - Mar 2022

Developed and executed 0-1 product strategy for Bridge, Apple's internal design system for enterprise applications.

Created the Bridge Developer Experience, an onboarding experience that helped teams adopt our turnkey design system for enterprise web apps.

UX Design Intern June 2020 - Dec 2020

Redesigned the Point of Sale system for Caffé Macs, Apple's employee cafeteria. Reduced transaction time by 30%.

Cal Poly Corporation

Web Developer Oct 2018 - Mar 2020

Frontend development work for a >10k/day visitor site. Extensive use of HTML, CSS, Javascript, Github, and AWS services (EC2, Lambda, S3).

Skills

Product Strategy   Figma
Ticket Management   Agile
Roadmapping

Education

B.S. Management of Information Systems - June 2021

California Polytechnic - San Luis Obispo