



Tristan Douville

Product Manager

5+ years of experience in the technology & innovation sector with a background in software development & professional writing.

Contact

 Victoria, BC

 778-678-4111

 trstndvll@gmail.com

 [linkedin.com/in/trstndvll](https://www.linkedin.com/in/trstndvll)

 github.com/trstndvll

Skills

BI & Data Analysis

Customer journey mapping

Prototyping

Kanban, agile & scrum

User persona creation

Wireframing

Workshop facilitation

Tech

HTML/CSS

Python

RESTful APIs

SQL

Webhooks

Tools

Adobe XD, AWS, ClickUp, Confluence,

Figma, Google Analytics, HelpScout,

HotJar, GitHub, InVision, Jira,

Metabase, Mixpanel, Notion, Zapier

Experience

Product Manager

Pivott Software, January 2024 – Present

- Took our brand-new contract management software platform from market analysis & ideation to a revenue with a 5-figure MRR
- Utilized the product-led growth (PLG) framework to implement freemium tiers, low-barrier sign-ups, and quick Time To Value (TTL)
- Supervised and managed our product department including a Product Designer, UX Designer, and Junior Product Manager

Product Manager

Roof, March 2022 – December 2023

- Subject matter expert and product owner for PostEngine, a B2B SaaS marketing automation software for the multifamily apartment industry
- Contributed to the 0 → 1 product development for an entirely new product under the Roof umbrella, utilizing MVP design principles
- Facilitated engineering sprints for a team of 6 software developers including backlog refinement, breakdown/estimation, and sprint retros
- Developed, analyzed, & reported quarterly OKRs and project-based KPIs

Junior Product Manager

Roof, April 2021 – March 2022

- Completed requirements elicitation, analysis, specification, and validation for multiple new feature initiatives
- Performed SWOT analysis and product-market-fit research
- Led client calls with our customer success teams to collect user feedback, pain points, feature requests, and discuss their use cases
- Created internal and external training materials for new features

IT & Support Specialist

Roof, September 2019 – April 2021

- Managed office technology and facilities for a 9,000sqft office space
- Network, software, desktop, & mobile device support for 30+ staff
- Created and managed an internal inventory tracker, including creating barcode asset tags for all devices and managing equipment sign-outs
- Facilitated staff training sessions on subjects such as password management best practices, VPN configuration, & phishing awareness

Education

Bachelors of Science – Computer Science

Faculty of Engineering – University of Victoria

September 2014 – August 2019

Certified Scrum Product Owner (CSPO)

Scrum Alliance – Credential ID 001394694

July 2022

Emergency First Aid & CPR/AED Level C

Alert First Aid, August 2021

WHIMIS 2015 for Workers

Canadian Centre for Occupational Health & Safety, June 2021

Joint Occupational Health & Safety Training

Haland Learning Inc., April 2021