

Yoonsie Kim

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Experienced technical product manager with over six years of expertise in leading end-to-end product development for B2B software across healthcare, education, and subscription-based SaaS industries. Proven ability to drive product strategy, lead cross-functional teams, and deliver impactful digital solutions. Seeking to leverage skills to contribute to Smithsonian Institution's 250th anniversary digital transformation initiative.

Experience

Researcher II

Midnight Suns Technologies, Nitya

Remote

2023 – Present

Driving continuous improvement in risk model accuracy and leading digital transformation efforts to migrate to cloud platforms for the FDA

- Directed incorporation of Agile & data-driven methodologies for improving the risk-based model for FDA inspection prioritization
- Introduced new expert elicitation methods, improving qualitative and quantitative data collection and analysis processes
- Prioritize data gaps, feedback, and research efforts for implementation in the model

Senior Product Manager

Dandy

Remote

2022 – 2023

Led product initiatives at a B2B HealthTech startup, enhancing customer onboarding and a cloud-based portal for dentists

- Decreased inbound metric by 97% for onboarding customers with new homepage
- Improved on-time delivery for a product line by 50% with collaboration from data, engineering, and operations leads to correct ETAs communicated to customers
- Decreased order status inbound by 28% with the launch of order tracker improvements

Product Manager

Class

Remote

2021 – 2022

As one of the first product hires at a B2B EdTech startup (\$100M Series B), led a team of 30+ engineers and designers in building out an engaging and scalable learning platform on Zoom

- Launched new features to unblock 30% of revenue targets
- Led product strategy for a new corporate vertical targeting Fortune 500 companies

Senior Product Consultant / Product Owner

Attain (now Maximus), Macedon Technologies

Remote

2017 – 2021

- Led Agile team of 12 engineers, designers, and business analysts to launch a case management system, leading to renewals for a \$115M contract
- Implemented digital transformation initiatives, including a custom CRM and Outlook email integration that decreased scheduling time by 95%

Skills

- **Product Management:** B2B and B2B2C SaaS, product strategy, roadmapping, data and product analytics, competitive analysis, wireframing, prototyping, Agile methodologies
- **Tools & Technologies:** Figma, SQL, JIRA, Notion, Atlassian JIRA + Confluence, Amplitude
- **Platforms:** Web, macOS, Windows, iOS, Android, Chromebook

Education

University of Rochester, B.A. Digital Media Studies-Computer Science, 3.8/4.0 | Rochester, NY