

## CONTACT

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## EDUCATION

Western  
University | 2016

B.S. Mechanical Engineering  
Business Certificate

## SKILLS

### Operations

Jira | Salesforce | Intercom

### Analytics

Power BI | Amplitude  
Segment | SQL

### Development

Front

React, JS | SaSS, CSS | HTML

Back

Python | Node.js | APIs | GraphQL

PostgreSQL | MongoDB

Tools

Git | Postman

### Design

PS | Adobe XD | Material Design

### Agile

Certified Scrum Master

### Interpersonal

Change Management | Presenting

Coaching | User Research

## HOBBIES

### Cycling

Virtual cycling (Zwift) to  
stay in shape during the pandemic.

### Adventure Travel

Solo expeditions in Alberta,  
scuba diving, trekking, and camping.

### Squash

Recreational player -  
always open for a quick match.

## EXPERIENCE

### CMIC Construction Software | April 2019 - Present

Mid sized, \$65MM ARR on-premise and cloud deployed B2B ERP providing accounting, financial analysis, and project management applications for contractors and other trade professionals in the construction industry.

#### Product Manager

- Resolved the leading cause of customer churn by releasing a new cross-functional product suite that *accelerated customer time to value by 66%*.
- Reduced release cycle *from three months to weekly* by designing, managing and implementing multiple tools, processes and cultural changes relating to Prod and DevOps. The system is now being scaled across 8 development groups and over 100 employees.

#### Associate Product Manager

- Championed company-wide adoption* of product analytics by capturing actionable customer data. Pitched executive management, engineered a proof-of-concept and campaigned for cross-department support.
- Re-designed the punch list feature by applying 'jobs to be done' methodology. Added missing functionality that prioritized data interoperability; uncovered through customer interviews, a beta program and surveys.

### Freelance Technology Consultant | Feb 2018 - Present

Sole proprietorship providing product management and programming services.

#### Client Highlight: MLG Consulting

Promoted from Product Manager to Director of Technology for a start up that provided marketing, legal, financial, and software development services to emerging technology companies.

- Managed international SMB and enterprise sales, operations, and product development for all technology related engagements.
- Closed \$250,000 in project work* and maintained department profitability.
- Curated a *90 hour technology course for a University*, managing 15 direct reports and subcontractors.
- Outlined product specifications and managed the delivery of simple web applications utilizing emerging technologies.

### Intellitix | May 2017 - Apr 2018

Growth stage, B2B FinTech startup providing access control, cashless payments and operations analytics for live events such as Comic Con, Tomorrowland, and the CrossFit games. Reported to the Director of Product.

#### Hardware Product Engineer & Fulfillment Operations Manager

- Designed, deployed, and maintained hardware systems that helped event organizers *increase on-site spend by up to 87%*, by making purchases faster, more accessible, and traceable.
- Improved equipment fulfillment gross profit margins by 25%* by managing a team of 10 operators, negotiating volume based pricing and improving production efficiency during 300% YoY customer growth.
- Created an internal analytics pipeline to *measure and report equipment utilization, performance, and ROI* for \$10,000,000 in hardware assets using inventory tracking software, MySQL and PowerBI.

### Big Ass Solutions | May 2016 - May 2017

International manufacturer of HVAC systems with products spanning residential, commercial and industrial markets.

#### Project Consultant, Sales

- Deeply understood customer needs, in order to *close \$2,200,000 in sales* with an average contract size of \$7,000.
- Consistently exceeded targets, ranked as the *top sales person* for Canadian industrial sales.
- Established new markets by analyzing purchase data, interviewing potential customers, and regulatory research. Created and implemented a strategy that *boosted pipeline by \$500,000*.