

## EXECUTIVE SUMMARY

A product leader with a strong technical background and a passion for bringing innovative products to life! Strong believer in applying user-centric designs and data-driven decision to create simple and effective features that customers love.

Built reputation for building relationships while working with Engineering, UX, Sales, Ops and Legal teams to focus on identifying metrics, and KPIs for the strongest value-add opportunities to empower product teams and customer voices.

## AREAS OF EXPERTISE

- Product Management
- Product Strategy & Vision
- Executive Presence
- UX & Product Design
- Full Product Development Lifecycle
- Technical & Product Roadmaps
- Relationship Building
- Product Integration
- User Research & Use Cases
- Computer Vision & AI/ML Products
- Stakeholder Management
- Agile Methodologies
- Prototyping
- Cross-Functional Team Collaboration

## TECHNICAL SKILLS

Python, Java, AngularJS, SQL, JSON, APIs, Algorithms, Adobe XD, Figma, Jira, VS Code, Azure DevOps, and MS Office Suite (Word, Excel, PowerPoint).

## EDUCATION

### Designing & Building AI Products & Services

Massachusetts Institute of Technology

### B.Sc., Computer Science & Engineering

Texas A&M University

## CAREER ACHIEVEMENTS

- Passionate product manager with a solid foundation in Software Engineering and 5+ years of experience building and scaling cloud-based SaaS products worth \$25M+. Highly skilled in machine learning, product strategy and end-to-end product lifecycle management with a track record of driving product innovation and business impact.
- Spearheaded release of several multi-tenant SaaS system at startup pace while at Infinity by blending leadership skills, adaptability, and talent for bridging gaps between technical, non-technical, and executive teams to drive strategic successful product launches.
- Gained diverse perspective with F100s (Meta, IBM) and at Infinity to understand how to navigate large-scale and fast-paced startup environments to drive customer satisfaction.

## PROFESSIONAL EXPERIENCE

### Sr. Software Product Manager (PM)

November 2021 to Present

CG Infinity– Plano, Texas

Technology consulting firm specializing in bespoke SaaS CRM, Enterprise, and Cloud products powered by AI tools and development services for B2C digital transformation.

#### *Key Achievements:*

- Led entire product development from ideation to post-implementation support for Fortune 500 client's \$25M+ ERP and contract lifecycle management tool with 5k+ global users.
- Successfully delivered 2 product launches in 8 months by partnering with technical, non-technical, and finance stakeholders to ensure smooth, timely delivery.
- Effected design improvements based on UX KPIs and drove stakeholder buy-in to prioritize product features implementation which sparked 200% growth in app engagement in 6 months.

### Technical Product Manager

June 2019 to October 2021

Mastech Digital – Remote

B2B Technology consulting firm with \$300M+ revenue involved in building in data analytics and digital transformation solutions for legacy enterprises.

#### *Key Achievements:*

- Performed user research to identify customer insights and incorporated them into the product roadmap, resulting in a 25% increase in customer satisfaction in 9 months.
- Used data analysis to identify app performance improvements for a customer facing web app and worked with the engineering team to reduce the average response time by 30%.
- Reduced app load time by 50% for a multi-platform internal asset management tool with 5k+ users while serving as technical team lead.

### Software Engineer

- Decreased customer churn by 10% and achieved stakeholder buy-in by prototyping full-stack app that delivered real-time analytics of user engagement.

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## PROFESSIONAL EXPERIENCE, CONTINUED

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### Software Engineer, Watson

May 2018 to Aug 2019

IBM – Austin, Texas

Supported development of and troubleshooting for Watson Cloud & AI platform. Collaborated cross-functionally to map product requirements and design intuitive software solutions.

#### **Key Achievements:**

- Restructured digitization framework for Watson Bluemix which streamlined access management, improved security leading to a \$2M increase in Annual Recurring Revenue.
- Oversaw deployment of 10+ ML models on Watson AI platform ensuring a 99% classification accuracy of training data.

### Computer Vision Engineer, Oculus (Co-Op)

June 2016 to Jan 2017

Meta – Menlo Park, California

Oversaw projects to refine machine learning algorithms for improved object detection and create visual simulations to test software. Liaised with cross-functional teams to integrate cutting-edge visual tech into existing systems and deliver seamless product experiences.

#### **Key Achievements:**

- Implemented ML algorithms on Oculus headset to improve video rendering and usability which resulted in a 30% increase in user NPS during VR/AR simulations.
- Successfully designed and ran 10+ A/B tests on 2k VR users to derive UX insights increasing user engagement scores by 15%

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## TRAINING & QUALIFICATIONS

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### Professional Scrum Master

Scrum.org

### Artificial Intelligence Foundations: Machine Learning

National Association of State Boards of Accountancy (NASBA)

### Amazon Web Services (AWS) Certification

Amazon

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## LEADERSHIP

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### Mentor and Judge

Women in STEM, University of Texas - Austin

### Speaker

Society of Women in Engineering