

816 Guerrero St
San Francisco, CA 94110
716.984.3540

Experience

Senior Product Operations Manager

September 2015 — Present

Gigster. San Francisco, CA

- Product owner leading development and design for our customer portal, increasing Customer Satisfaction from 5.7 to 9.1 out of 10.
- Specified product, project management, and QA processes across a software development organization with 350 active projects, shipping over 500 projects.
- As head of network growth, grew our freelancer network from 350 to 1200 engineers, product manager and designers.
- Built out a data reporting infrastructure and hundreds of (SQL) queries on top of it to analyze performance trends and gain insights into data.

Program Manager II

Microsoft. Redmond, WA

HoloLens / Windows Holographic

September 2013 — September 2014

Windows Division, Applications and APIs

August 2010 — September 2013

- Lead multiple product teams in the effort to deliver Holographic video rendering as part of the Windows graphics pipeline.
- Created and tested Augmented Reality UI prototypes in Unity3D to gain validated learning about designs and interaction patterns.
- Lead the design of the UI and API surface for the Windows Contact Picker, an API in Windows that allows third party apps to access contacts. Received a patent for this in 2014.
- Drove a cross-division effort to create the Windows Contact Card API, an interface which allows apps work together to complete communication scenarios in a secure manner. Received a patent for this in 2016.
- Executed project management tasks for a team of 7 developers, for both waterfall and Agile development strategies.
- Analyzed data from over 300 million customers, using competitive analysis, business intelligence metrics, and user research studies to inform product design and drive product vision.

Software Analyst Intern

Fall 2008

Goldman Sachs & Co. Jersey City, NJ

- Developed multi-tier web applications that mined and analyzed data from databases and remote process connections that handled over \$100 billion a day in financial transactions

Course Assistant

Summer 2009

Cornell University

Department of Applied and Engineering Physics. Ithaca, NY

- Assist students with and correct homework assignments for AEP3210: Mathematical Physics I

Education

Cornell University, College of Engineering, Ithaca, NY

Bachelor of Science in Computer Science, Applied and Engineering Physics

May 2010

Dean's List - Spring 2007, Fall 2007, and Spring 2008

Technical Skills

JavaScript, HTML, CSS, Java, C and C++ (basic), Matlab, SQL, Excel, Unix, Python, Ruby, Node, Angular, Unity3D