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Experience

PRODUCT MANAGER IN RESIDENCE, GENERAL ASSEMBLY, NY 2014

- › Mentored and helped craft a curriculum for aspiring product managers

ASSISTANT DIGITAL PRODUCT MANAGER, ZAGAT, NEW YORK 2011

- › Interpreted CrazyEgg and Google Analytics data to drive Zagat.com product decisions
- › Oversaw the development of an API designed to grant partners access to Zagat content
 - › Drafted visual requirements for partners accessing and displaying content
 - › Designed and marked up API documentation pages using HTML and CSS
- › Created and maintained static landing pages and press releases using the Drupal CMS
- › Managed tasks and bugs using JIRA issue tracking software in an agile environment
- › Organized and facilitated user testing in-person and remotely with UserTesting.com

DESKTOP SUPPORT ANALYST, HOGARTH, NEW YORK 2013-PRESENT

- › Designed and deployed infrastructure for three new offices in the US and abroad
- › Provided desktop support for 150+ users in our local office and remotely
- › Created and managed user accounts and permissions
- › Deployed, supported and maintained server hardware and software onsite and off
- › Spearheaded numerous projects to increase workflow efficiency

MAC GENIUS, APPLE INC, STATEN ISLAND 2010-2013

- › Facilitated customer support through personal interactions
- › Provided technical support and taught customers in one-on-one training and workshops
- › Performed hardware and software repairs on computers and mobile devices

Education

GENERAL ASSEMBLY, 2013

- › Certificate of Completion, Product Management Fundamentals

UNIVERSITY OF VIRGINIA, MCINTIRE SCHOOL OF COMMERCE, 2010

- › Bachelor of Science in Commerce, concentrations in finance & IT
- › Relevant Coursework: McIntire's Integrated Core Experience, Personality Psychology, Financial Systems Engineering, Database Management, Negotiations, Innovation, Managing and Leading, Project Management
- › Study Abroad in China, Marketing Strategies in Global Markets

HONORS

- › Dean's List 2006, 2007
- › National Society of Collegiate Scholars member, top 20th percentile of class

Technical Skills

- › Extensive knowledge of Windows, OS X, iWork, MS Office, Access, Visio, and Project
- › Experience with Casper, Agile, JIRA, building roadmaps, feature prioritization, wireframing, storyboarding, user stories, personas, testing MVPs, and market analysis
- › Familiarity with HTML, CSS, Java, JavaScript, Python, UNIX, and SQL
- › Apple iOS/iPod certified
- › Apple Certified Macintosh Technician