

I am an experienced, results driven Digital Product Leader with passion for human-centered design. I leverage quantitative and qualitative data to define and drive the Product vision and strategy. At Marriott, that includes synthesizing feedback from guests, stakeholders and hotels whose insights help create a better experience for guests. Coupling this approach with my technical background has produced a strong history of launching and managing complex products with a very large user base.

Check out [my site](#) to get to know me and see examples of my work.

EXPERIENCE - PRODUCT MANAGEMENT

Director, Mobile Product

2022 - present

MARRIOTT INTL
Bethesda, MD

Lead Product vision, strategy and roadmap for Trips & Property experiences in Marriott Bonvoy Mobile Apps.

Director, Product Management

2021 to 2022

EAB
Washington, DC

Product Manager (Hobsons)

2019 - 2021

Developed strategy & roadmap through user & market research for Edtech B2B2C products. Leveraged Machine Learning (ML) to make predictions and produce insights & data visualizations to increase student success at Higher Learning Institutions.

Senior Product Manager

2017 - 2019

WORKDAY
Boulder, CO

Led product discovery & roadmap development to focus on customer growth resulting in 10x growth in year 1. Streamlined deployment handoff to allow for 5x product growth while reducing time by 50%. Elevated learning culture by mentoring Associate Product Managers, coaching presenters, creating a lightning demo series for Productivity Technology and expanding lightning demos to other organizations. Highly rated speaker at multiple Workday Rising sessions (4.25+ stars).

Digital Product Manager II

2016 - 2017

ESURANCE
San Francisco, CA

Developed product strategy & roadmap employing multiple discovery techniques including Design Thinking, Design Sprints & User Story Mapping. Used discovery along with A/B testing & analytics to guide design decisions & increase sales. Created human-centered consumer & agent experiences that intelligently decide when and where to gather, request or enhance data.

Manager, Digital Product Management

2014 to 2015

CAPITAL ONE
McLean, VA

Digital Product Owner at Capital One

2014 - 2014

CELERTY
McLean, VA

Product Manager & Product Owner of full-stack development teams creating responsive web experiences & APIs, leveraged by multiple channels, allowing more than 30 million active North American consumer and small business cardholders to service their accounts. Managed Card and Rewards servicing experiences with an average of 1.7 million unique daily active users.

Close Account was first to market allowing eligible customers to close an accounts online. Enhanced transactions (ETS) was first to market with brand logos & Google maps, helping customers recognize transactions & reduce erroneous fraud reports.

Created wireframes and mockups and performed customer research, empathy and usability testing with UX/UI Designers and researchers. Worked closely with development teams to successfully release MVP, fast followers and incremental updates. Focused on providing customer centric experiences while saving millions in operational expenses.

Product Manager

2006 - 2014

SPHERE OF INFLUENCE
McLean, VA

Sphere of Influence is an award winning innovation and analytics studio.

Product Manager of Sphere's & customers' B2C, B2B2C and B2B products used around the globe. Verticals included Fintech, Agtech, Foodtech and the public sector. Performed user research & led cross-functional team to quickly deploy MVP.

Vice President, Product Technology Integration

2005 - 2006

CITIGROUP
Falls Church, VA

Managed multi-million dollar Commercial Card fund's roadmap. Managed 5 products: first to market audit app, card servicing & BI systems with 2+ million transactions, \$1.5 billion spend, 15,000+ cardholders, 7,000+ accounts. Speaker at conferences.

EDUCATION / CERTIFICATIONS

Bachelor of Science, Computer and Information Science

UNIVERSITY OF MARYLAND, GLOBAL CAMPUS

Adelphi, MD

The Honor Society of Phi Kappa Phi | Alpha Sigma Lambda | Dean's List, 2 consecutive academic years | 3.78 cumulative GPA

Pragmatic Management Certified (PMC-II) | Scrum Product Owner & Scrum Master (CSPO / CSM) | Project Management Professional (PMP)

Focus & Foundations (Pragmatic Institute)

How to Create Products Customers Love Workshop (SVPG Silicon Valley Product Group)

Design Thinking Deep Dive Workshop (Capital One - based on Stanford d.school)

Story Mapping Workshop (Capital One - based on Jeff Patton's User Story Mapping)

New Product Development Learning and Certification Workshop (NP Learning LLC)

Designing the Mobile User Experience Workshop (Human Factors International)

AWARDS

TechXcellence (Capital One) | Spot Award (Capital One) | Push for Quality (Sphere of Influence) | E3 Big Buck (John Deere)