

A **product and operations specialist** dedicated to product excellence through defining **strategic vision**, prioritizing the **right requirements**, and delivering on **impactful outcomes**.

## EXPERIENCE

### Department of National Defense

2018 – NOW

#### Operations Manager

- Developing brigade-wide information management system to manage logistics and training for 150+ users, enhancing **operational readiness** and **resource allocation**.
- Identifying and implementing key **strategic processes** resulting in:
  - 80% increase in interdepartmental collaboration on administration, pay, and personnel matters; and
  - 30% increase in communication with key stakeholders through digitization initiatives.
- Designing **effective communication** systems and **standard operating procedures** for Multinational NATO Transport Group, earning Latvian Medal of Merit for contributions to international cooperation.
- Instructing 50+ successful candidates on their Basic Military Qualification and Armoured Trade courses; nationally certified to assess physical selection standards, technical tradecraft proficiency, and junior leadership skills.

### Diligent

2017–2023

#### Business Analyst – Product Solutions

- Orchestrated multiple **team efficiency** projects:
  - Developed comprehensive training resources to facilitate a seamless adoption of new technology, ensuring minimal operational disruption and creating the opportunity to identify key metrics and process improvements.
  - Studied and implemented agile utilizing Jira and Confluence tailored to team needs to significantly improve transparency of work.
- Designed automated solution for quality assurance process to increase **team productivity** by 20% by reducing average QA time and accelerating project delivery times.
- Vetted critical data fields throughout system migration as the primary liaison for cross-functional initiatives.
- Defined critical requirements and provided high quality training data for the AI/ML development of proprietary Content Matching service (Maestra) to achieve **customer-first** platform improvement.
- Catalyzed \$300k ARR worth of new **product opportunities** and \$100k ARR in additional customer investments leveraging specialized market research and strategic consulting.

#### Technical Product Manager

- Developed and executed on GTM strategy for platform productization with 99% **customer engagement** rate ensuring complete product adoption.
- Transformed **technical designs** into solution for platform two-way sync, directly addressing and resolving a critical customer use case.
- Launched the Salesforce Product Request feature, creating a direct pipeline for the product organization to translate **user requests into business benefits**.

## EDUCATION

#### **BCIT School of Business + Media | 2024**

UI/UX Design Associate Certificate

#### **Brainstation | 2023**

Product Management Course

#### **Northeastern University | 2022**

Product Design w/ Machine Learning

#### **Scrum Alliance | 2021**

Certified Scrum Master® (CSM®)

#### **Simon Fraser University | 2021**

Big Data: AI Essentials

#### **UCLA | 2016**

BA Political Science, Minor in Geology

## SKILLS

### PRODUCT LIFECYCLE

- Agile Product Management
- Go-to-Market Strategy development
- Product Analytics and Metrics
- A/B Testing + Experimentation
- Double diamond design

### TECHNICAL APPLICATION

- JIRA | Confluence
- Figma | Adobe XD
- Microsoft 365
- ChatGPT | Perplexity
- Google Business Suite
- Adobe Illustrator | Canva
- Salesforce
- LucidCharts | Whimsical

### OTHER

- Information Architecture
- UI/UX Design
- AI/ML Development
- Psychological Operations
- Civil Military Cooperation

## PROJECTS

