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SENIOR PRODUCT MANAGER

Product manager with 8+ years driving human-centered, outcomes-driven products across government and technology. I turn ambiguous problems into MVPs, align cross-functional teams of designers, data scientists, and engineers, and use AI to accelerate discovery and delivery.

Key Skills

Product Strategy | Human-Centered Design | Continuous Discovery & Delivery | MVP Definition | Roadmapping & Prioritization | Agile/Scrum | Cross-Functional Team Leadership | Client & Stakeholder Management | User Research | Requirements & User Stories | Outcomes-Driven Metrics | Accessibility | AI Accelerated Workflows | Change Management | Government & Civic Technology

Work Experience

LakeRaven, LLC

Consulting Product Manager (Contractor)

December 2025 – Present | Remote

Client: New Mexico Bureau of Geology & Mineral Resources, statewide Water Data Initiative

- Served as the initiative's first product manager, owning product strategy, V1 scope definition, and successful launch of a public data platform serving state agencies, researchers, and field teams, rebuilding the product on a compressed timeline following a 2024 cyber incident. Led ongoing V1.1 delivery.
- Maintained team cohesion and delivery through significant personnel transitions, interpersonal conflict, and extended leaves on a small government team, while introducing agile delivery practices, a triage workflow, and a working agreement that the team sustained through a PM transition.
- Facilitated a 2-day in-person roadmap workshop with a cross-functional government team, producing 10 strategic pillars, a prioritization framework, team values, and a feature-to-delivery process map that established shared product direction.
- Synthesized cross-bureau stakeholder research into a V1 product definition and long-term roadmap, rebuilding leadership trust eroded by years of missed timelines. Helped position the team as the Bureau's centralized data services team, securing additional project funding, including a statewide geothermal initiative, and cross-bureau partnerships.
- Planned and conducted 5 structured user research sessions with field staff, researchers, and data managers, synthesizing findings into design recommendations, requirements, and roadmap items that directly shaped V1.1 scope and a multi-horizon capability roadmap.

- Established a shared AI context repository for the development team, capturing institutional knowledge, product strategy, and domain expertise into structured files that AI coding tools reference automatically. Extended this approach to documentation, diagnostics, and reporting, standardizing async-first knowledge systems for continuity through staffing transitions.

18F | General Services Administration

Consulting Product Manager

September 2024 – March 2025 | Remote

- Partnered with the DoD Federal Voting Assistance Program to modernize voter access services for military and overseas citizens, navigating federal procurement, complex election regulations, and multi-agency alignment.
- Led user research, policy reviews, and stakeholder interviews to create a user-centered delivery roadmap that improved program efficiency and accessibility for underserved voter populations.
- Defined modernization goals for the DoD's fax-based absentee voting service, translating regulatory and technical constraints into actionable milestones.
- Streamlined 18F's onboarding program by evaluating tools and processes, reducing onboarding time and improving new-hire readiness.

Meta Platforms

Product Integrity Program Manager

March 2021 – May 2023 | Remote

Community Product Integrity

- Directed global trust & safety initiatives for 1B+ Instagram users, shipping ML-powered detection systems that proactively identified harassment, self-injury, and child exploitation content, with continuous feedback loops to improve model performance and protect vulnerable populations.
- Built and scaled a centralized product review platform and roadmap, improving launch velocity and cross-functional transparency while embedding proactive compliance and risk mitigation into the product lifecycle.
- Partnered with engineering, data science, policy, and legal teams to translate complex safety requirements into technical specs and tooling, streamlining how automated detection and human review worked together at scale.
- Led cross-team delivery of automated detection tooling and proactive user controls, measurably reducing harmful content exposure and improving safety outcomes across the platform.

Product Program Manager

August 2018 – March 2021 | Menlo Park, CA

Digital Rights Integrity

- Developed Instagram's first cross-functional product review program to proactively address digital rights abuse, enabling consistent evaluation of costly operational, legal and compliance risks pre-launch.
- Conducted deep investigations into rights violations, strengthening product safety measures and informing policy and operational responses across Instagram.

- Mentored a team of 7 to scale ownership of integrity reviews, embedding measurable legal and policy safeguards across product lifecycles.

Groupon

Technical Program Manager

October 2016 – August 2018 | Palo Alto, CA

- Scaled Agile delivery practices across 11 engineering and product teams, using iterative training programs and workflow redesign to increase release velocity while maintaining transparency and user value delivery.
- Introduced metrics and dashboards to improve visibility into team performance and unblock critical launches, enabling stronger interdisciplinary collaboration.
- Led GDPR compliance initiatives across multiple product lines, embedding Privacy by Design principles to meet regulatory standards and reinforce user trust.
- Directed delivery of complex engineering projects, including NLP and machine learning models, infrastructure refactoring, and a data science platform launch.

Delivering Happiness

Operations & Systems Program Manager

June 2014 – July 2016 | Remote

- Provided consulting expertise to analyze company-wide operations, designing Salesforce automation solutions that streamlined workflows and improved executive decision-making.
- Developed sales pipeline strategies and implemented a lead management system that reduced the sales cycle by ~57% (64 to 27 days).
- Launched the company's first automated B2B email marketing system, enabling targeted outreach and data-driven user insights to increase conversion rates.

ProInspire

Program Development Coordinator

June 2013 – June 2014 | Arlington, VA

- Co-developed and launched a pilot leadership training program for nonprofit managers in Washington, D.C. and San Francisco.
- Oversaw operations of the flagship Fellowship program, supporting cross-sector career transitions and strengthening nonprofit talent pipelines.

Education

George Mason University – Bachelor of Arts, Psychology (2014)