
Product / Project / Operations Manager

Thrives at the intersection of design, UX, and hands-on implementation

Dynamic, highly innovative leader with expertise in operations management, product management, quality assurance, IT, project management, user experience, and continuous improvement. Over 10 years of hands-on experience in progressive roles. Proven ability to deliver ambitious products within aggressive time and budget constraints. Personable and engaging with the communication skills needed to drive cross-functional collaboration with internal and external stakeholders on key initiatives.

Highlights of Expertise

- Operations Management
- Onboarding Documentation
- Presentation (client & executive)
- Project Management
- Testing & Validation
- Documentation
- Process Improvement
- User Research
- Coaching & Mentoring

Professional Experience

Back Market, Inc., 2021 - Present

Senior Refurbishment Operations Manager (2021 – Present)

Established Back Market's US Innovation Lab, whose mission is promoting best practices with US and international sellers. Developed software and hardware tools to empower sellers on the Back Market platform increasing product quality while maximizing efficiency and profit. Managed multiple quality-based programs cross-functionally while relying on technical experience to drive decision making.

Key Accomplishments:

- Evolved quality standards and practices ensuring an overall defective rate for the entire refurbished catalog as better than new.
- Managed the first Back Market US intern program, personally overseeing multiple interns.

Apple, Inc., 2010 - 2021

Genius / Genius Administrator (2010 – 2021)

Orchestrate solution development through cross-functional leadership of 150+ technicians providing superior customer service to thousands of people each week. Provided in-the-moment feedback to engage and empower team members.

Key Accomplishments:

- Implemented process improvements that reduced timelines while improving session performance.
- Selected for three out-of-role corporate work experiences due to exceptional performance.

QA Frontline Support Role - Internal Contact Support (2020)

Delivered frontline support to multiple internal contact center applications, including onboarding and troubleshooting. Performed quality assurance testing and validation on multiple global service systems. Recorded, converted, uploaded, and managed new Interactive Voice Response (IVR) prompts and hold music.

Key Accomplishments:

- Completed 100% remote onboarding and developed all new onboarding documentation for team.

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- Hand-picked for out-of-role position during COVID-19 and stabilized operations.

Product Manager, Experience, AppleCare Channel Service Systems (2018)

Led cross-functional team initiatives to provide end-to-end product releases for both Genius Bar internal applications: MobileGenius and Repair Central. Spearheaded test script writing, bug reporting, prioritization, and follow-up for UAT and Production Validation Testing. Provided feedback during UX and design discussions using customer-focused design solutions.

Key Accomplishments:

- Created documentation and Keynote presentations on roll-out changes to enable effective decision-making by testers, stakeholders, and end users.
- Championed multiple releases for MobileGenius and Repair Central.

Visual Design Experience, Apple Retail Marketing (2013)

Translated across design and development languages to communicate with cross-functional teams. Conceptualized visual design for both internal and customer-facing iOS applications. Developed prototypes for use in meetings with managers, developers, and executives. Established and organized content management systems and file servers.

Key Accomplishments:

- Created visual design for initial version of the Apple Store App for iPad.
- Adapted on-the-fly to brand-new design language introduced with iOS 7 – skeuomorphic to flat design.

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Visual / UX Design Contractor (2015 – 2016)

Partnered with creative directors to drive initial design development and conversations for social networking mobile applications and desktop sites. Collaborated with UX teams to capture user research and influence product design in early development stage. Produced and presented wireframes, prototypes, and animated decks for development teams and executives.

Key Accomplishments:

- Developed wireframe prototypes that led to the development of final design of professional social network.

Education

Degrees:

MS, Agile Project Management, 2020
Northeastern University, Boston, MA

BA, Graphic / Information Design - User Experience Design, 2013
Central Connecticut State University, New Britain, CT

Certifications:

Certificate, Product Management, General Assembly, 2017
Apple Certified Mac Technician, 2016
Apple Certified iPhone Technician, 2016