(She/her)

Catherine Karow

Senior Technical Product Manager | Agile Methodology | Cloud Computing

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Summary

Senior Technical Program Manager with over 20 years of experience in Agile Software Development and Cloud Computing, specializing in visualizing complex systems to drive process improvement and seamless customer-focused solutions. Known for collaborating with diverse stakeholders—from White House OCIO teams to university leaders and customers—to deliver innovative, scalable projects that simplify workflows and enhance user experiences. Leveraging a background in technical support, I design frictionless processes that prioritize customer satisfaction while fostering efficient, cross-functional teamwork. My leadership combines emotional intelligence, adaptability, and a commitment to delivering real-world results.

Key Achievements

- **Enhanced Web Security:** Enhanced web security at SBAC by applying a team-oriented and accommodating approach to integrate advanced LMS solutions, leading to improved stakeholder engagement and compliance.
- **Optimized Software Patch Production:** At Infotech Inc., doubled annual software patch output by applying a compassionate and sincere approach to managing cross-functional teams, leading to timely and budget-compliant project deliveries.
- **Global Content Strategy:** Managed global content strategies for Apple product launches at Hogarth Worldwide, ensuring timely delivery across 40+ regions by fostering a positive and emotionally intelligent team culture.

Experience

ApiaryX
Chief Product Officer (Consulting)
Aug 2024 – Present

- Leading product strategy and innovation to align with client needs and market trends.
- Overseeing the development and launch of scalable software solutions for enterprise clients.
- Driving cross-functional collaboration to ensure alignment between engineering, marketing, and customer success teams.
- Delivering measurable results in customer satisfaction and product adoption.

Secure & Protech
Director of Product & Operations (Consulting)
Mar 2023 – Present

- Developed and implemented cybersecurity strategies to protect assets and data.
- Conducted risk assessments and managed end-to-end security projects.
- Mentored cybersecurity teams, fostering collaboration and professional growth.
- Acted as the primary point of contact for clients, ensuring alignment with organizational goals.

Cylogy, Inc.
Senior Technical Project Manager (Consulting)
Mar 2024 – Jul 2024

- Led CMS migrations (Sitecore, Umbraco) for diverse clients, achieving optimized performance.
- Collaborated with cross-functional teams to ensure seamless project execution and client satisfaction.

For People LLC
Senior Technical Product Manager (Consulting)
Jan 2024 – Jun 2024

- Directed government website redesigns, ensuring compliance with security and accessibility standards.
- Delivered machine learning-driven analytics pipelines for actionable insights.
- Built consensus with stakeholders for the adoption of innovative technologies.

Hogarth Worldwide (Contracted to Apple Inc.)
Senior Product Manager
Mar 2022 – Jan 2023

- Managed global content strategies for Apple product launches across 40+ regions.
- Streamlined workflows, reducing errors and improving efficiency for high-profile campaigns.

Infotech Inc.
Technical Product Manager/Release Manager
Mar 2020 – Jun 2022

- Oversaw enterprise software projects, doubling annual release output while maintaining budgets.
- Introduced Agile methodologies to enhance collaboration and streamline development cycles.

University of Florida
IAM Manager | HPC Project Manager | Technical Documentation Specialist
Jan 2014 – Mar 2020

- Enhanced technical documentation processes, ensuring FISMA compliance for secure data access.
- Led the transition from Remedy to Cherwell using advanced project management tools.
- Managed high-performance computing projects to support university-wide research initiatives.

School Board of Alachua County (SBAC)
CSM Project Manager | Webmaster
Aug 2009 – Jan 2014

- Unified CMS platforms for 30+ schools, improving web management and faculty training.
- Developed IT SOPs for compliance with state and district regulations.

Verizon Wireless
Operations Manager
2004 – 2007

- Spearheaded a customer satisfaction program adopted nationally for operational excellence.
- Mentored teams to enhance innovation, performance, and loyalty metrics.

Skills

Agile Methodology Scrum (Software Development) JIRA Program Management

Process Improvement Agile Software Development Product Management Product Roadmaps

Product Lifecycle Management User Story Cloud Computing Cloud Technologies Cloud Services

Cloud Infrastructure Cybersecurity

Licenses & Certificates

Certificado De Dominio
Pontificia Universidad Católica del Ecuador

Certified Scrum Master CSM (2/1/2023)

Microsoft Project Management Professional Certificate (7/29/2022)
Microsoft

Six Sigma Green Belt (12/31/2024)
Kennesaw State University

Websites & Social Media

Portfolio
https://www.catherinekarow.com

Cybersecurity Blog
https://theshield.blog