CASEY DAVIS

Product Manager

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SUMMARY

Product Professional with 10+ years of Fortune 500 and start-up environment experience. Distinguished by unwavering dedication, reliability, and innovative drive. Expertise in product development marked by intellectual depth, exceptional problem-solving capabilities, and a strong customer-centric approach. Demonstrates a history of successfully guiding cross-functional teams and addressing intricate product challenges. Consistently exhibits collaborative leadership, technical prowess, and a steadfast commitment to delivering high-quality product solutions.

EXPERIENCE

Product Manager

Automox   📅 01/2023 - 02/2024   📍 Remote

A cloud-based autonomous endpoint management SaaS platform supporting over 2500 customers and 1M devices.

- Reduced critical security threats to customer Windows devices by releasing a feature that allows for digital signatures of PowerShell commands transmitted through platform.
- Lowered data retention costs, reduced manual engineering tasks, and met contractual obligations by delivering an automated service that finds and deletes eligible customer data platform-wide within 90 days post-contract termination.
- Increased collective customer insight and empathy to support our customer-centric product development by conducting over 30 interviews with current and prospective customers.
- Drove strategic decision making to support annual recurring revenue growth by utilizing data integrations with Salesforce and Product Board to build quarterly roadmaps and prioritize a backlog of over 100 potential features.
- Increased customer expansion and prospect growth opportunities by 19% by hosting and participating in monthly product webinars showcasing new and upcoming product features.
- Boosted feature visibility and adoption by collaborating with content and marketing teams on external blog posts, webinar content, and tech boosts.

Senior Product Manager

Centivo   📅 06/2021 - 01/2023   📍 Remote

An innovative health plan for self-funded employers founded on the belief that everyone deserves quality care at a price they can afford.

- Increased user experience and customer satisfaction over several months during annual open enrollment and implementation periods by serving as product SME for over 100 new and renewal projects.
- Strengthened a $30M partner relationship over 6 months by releasing enhancements to the home-grown CMS to support white labelling of user web portal and mobile apps for Windows, Apple, and Android devices.
- Increased download and usage of mobile app by reducing user friction through supporting biometric log-in and more flexible MFA solution.
- Positively impacted business goals by implementing single-sign-on functionality over course of 6 months for a Fortune 500 customer.
- Expanded product functionality and usability delivering over 50 feature releases through effective Agile and Scrum management, story grooming, documentation, and cross-functional training.

STRENGTHS

🪄 **Data-driven decision-making**
Utilizing quantitative and qualitative data to prioritize backlogs, roadmaps, and vision strategy.

✅ **Cross-functional collaboration**
Managing cross-functional teams and stakeholder communications, and leads product development from inception to implementation.

🎧 **Excellent communication**
Writing for technical and non-technical audiences, contributing to product collateral and marketing content.

ACHIEVEMENTS

🥷 **Reduced security threats**
Reduced critical security threats to customer Windows devices by releasing PowerShell script signing feature.

💲 **Lowered data retention costs**
Lowered data retention costs, reduced manual engineering tasks, and met contractual obligations.

💼 **Improved funding data flows**
Improved funding and financial reconciliation data flows that supported $500K-$1M weekly.

SKILLS

Product Strategy   Product Management

Product Roadmap   Market Research

User Stories   Customer Insights

Discovery   Software Implementation

Project Management   Agile   Scrum

Kanban   KPIs   SQL   JIRA

Confluence   Mode   Looker

Product Board   Asana   Salesforce

ServiceNow   Visio   Sharepoint

Full Story   Presentation

EXPERIENCE

Senior Product Manager

Apostrophe   📅 05/2019 - 06/2021   📍 Denver, CO

Intelligent Health Benefits platform delivering better benefits for less money to self-insured plan sponsors including 32 customers totalling $5.7M in annual recurring revenue.

- Improved funding and financial reconciliation data flows that supported $500K-$1M weekly by capturing missing use cases that rectified incorrect payments to members and providers.
- Reduced hours of manual work to minutes by designing and implementing an automated system to create standardized health plan documentation.
- Elevated customer trust and confidence in the product by serving as a SME for system and report debugging for company's data and financial processing; employing SQL for in-depth analysis and issue resolution.

Customer Implementation Manager

Flexential   📅 11/2018 - 05/2019   📍 Denver, CO

Delivered tailored infrastructure solutions for collocation and cloud.

- Managed complex cloud and data center projects, bridging various platforms, vendors, technologies, and ensuring seamless integration.
- Increased positive perception of implementation team by successfully leading and completing projects with 100 customers in five months by emphasizing open and effective communication skills.
- Reduced delivery risk of meeting compressed timelines by directing project teams with a focus on transparency, efficiency, and trust.
- Improved operational efficiency within implementation team by acting as team's subject-matter expert during ServiceNow implementation.

Solutions Architect

Cognizant   📅 05/2016 - 10/2018   📍 Englewood, CO

Infrastructure Services for healthcare technology company focused on building new data center to house hosting operations.

- Created transparency and efficiency for software projects by developing architectural artifacts for over 50 Cognizant and third-party products utilizing Visio and SharePoint software.
- Increased standardization and design compliance by creating and managing an architecture governance process to evaluate and review architecture frameworks, including IaaS, PaaS, and SaaS solutions.
- Led multi-departmental collaboration to establish architecture standards for Greenfield data center hosting multi-tenant private and public cloud solutions to meet HIPAA, SOC, and HITRUST controls.
- Improved team efficiency and productivity by mentoring and training colleagues on technical solutions and policies.
- Increased sales enablement of hosted solutions by working with commercialization team.

Senior Technical Solutions Manager

Trizetto, A Cognizant Company

📅 03/2013 - 05/2016   📍 Englewood, CO

Software solutions that help organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience.

- Strengthened company's largest hosted customer relationship over a 12-month project by delivering a successful end-of-life software upgrade and taking a high-risk situation to a well-managed project through transparency, collaboration, and communication.
- Increased customer satisfaction and trust by managing a variety of customer hosted environments totaling 1,000+ servers to include new builds, application rollouts, upgrades, maintenance windows, and operational support.
- Improved project delivery by directing implementation teams of on average 15 professionals, by ensuring efficient task execution and issue resolution.
- Established and maintained customer and vendor relationships; serving as the primary liaison during project lifecycle and support phases.

INTERESTS & FUN FACTS

✏️ **Student for Life**
Taking cybersecurity trainings through ISC2.

📖 **Avid Reader**
2024 goal to read 50 books.

🎮 **Video Games**
Currently playing the World of Warcraft expansion.

🍃 **Plant Hoarder**
Currently keeping roughly 40 houseplants alive.

EDUCATION

Bachelor of Arts in English

Virginia Tech

📍 Blacksburg, VA

Bachelor of Science in Sociology

Virginia Tech

📍 Blacksburg, VA

CERTIFICATION

Certified in Cybersecurity
ISC2