

Andy Pikul

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PROFESSIONAL SUMMARY

A seasoned Product professional who enthusiastically advocates for customers, transforming their needs into manageable solutions. With over 15 years of experience in Growth, Operations, and Product Development at B2B SaaS startups, I lead with technical expertise and user empathy to define the “voice of the customer”, bridging the gap between customer needs and product roadmap priorities.

EXPERIENCE

Independent Real Estate Developer

Self-employed, Portland, OR

January 2019 - Present

- Managed end-to-end lifecycle of land development projects, including utility feasibility analysis, water sustainability, and subdividing multi-parcels to maximize market value and ROI.
- Negotiated complex stakeholder agreements with real estate agents, legal counsel, and municipal surveyors to secure permits and ensure compliance with local zoning and HOA regulations.
- Created market analysis to evaluate property valuations and regional demand, resulting in the strategic sale of high-value land parcels during optimal market windows.

Product Manager - Data Analytics and AI Tools

Airship, Portland, OR

June 2021 - September 2023

- Scaled a customer-facing analytics product line, including a customer-facing analytics portal, a real-time streaming data API, and optimization tools, serving nearly 2000 MAUs across several geographies, accounting for \$13M ARR.
- Championed platform scalability and reliability, enabling the Infrastructure team to redesign data-flow jobs, decreasing data processing costs 30% YoY.
- Reimplemented Looker integration, deploying User Access Management tools to improve data security while enabling partner Product teams to build custom reports within their product lines.
- Led Change Process within Product Group to achieve “Day 0 metric delivery”, improving new product Customer Satisfaction (CSat) by 20 points.

Manager/Lead Technical Account Manager - North America

Airship, Portland, OR

September 2019 - June 2021

- Led a team of 7 Technical Account Managers, accounting for nearly \$8M ARR, achieving a 95% contract renewal rate with 100%+ net dollar retention.
- Managed change process around redesigned Enterprise onboarding services and processes, helping the Customer Success team realize services revenue within a 90-day window (avg.).
- Partnered with the Product team to create a proof-of-concept (PoC) to automate Customer Discovery outreach, achieving a 80% response rate & creating over 100+ Enterprise customer contacts in the first 60 days.

Senior Technical Account Manager

Airship, Portland, OR

October 2016 - September 2019

- Collaborated with Developer Partnerships Team to train and educate strategic vendor partners, helping increase developer-led sales pipeline leads by 15%.
- Created and maintained Airship's API Postman library for customer-facing REST APIs by partnering with Technical Documentation & Product Marketing teams.
- Launched Airship Blueprints playbooks for Customer Success and Sales teams, increasing product utilization velocity by 20%.
- Collaborated with the Marketing team to provide product talks/overviews at Airship Customer Engagement Forums (in-person and webinar-based formats) as a Customer Data Expert.

Technical Account Manager

Airship, Portland, OR

May 2014 - October 2016

- Project managed customers' development initiatives regarding CRM systems integrations, SDK updates, UAT, and mobile app release schedules, including general troubleshooting and open issue updates.
- Implemented and on-boarded customer teams about Airship capabilities, creating product demos for mobile push notifications, browser notifications, email (marketing and transactional) & SMS messaging.
- Aggregated and presented advanced marketing campaign performance & audience analytics to Enterprise client stakeholders, including engagement rates, A/B test results, and MoM/YoY performance trends.

SKILLS

PROFESSIONAL SKILLS

MarTech Expertise, Stakeholder Management, Product Discovery, Product Demos, Product Analytics, Project Management, User Engagement, User Onboarding, User Lifecycle Optimization, CRM Management, Agile Development, Digital Marketing, Loyalty Marketing, User Data Acquisition, User Data Management, Customer Segmentation, Machine Learning, Predictive Analytics

TECHNICAL SKILLS

Salesforce Marketing Cloud, Airship Multi-Channel Marketing Platform, Google GCP, Push Notifications, Email Marketing, Web Notifications, SMS Marketing, SQL, JavaScript, Python, CSS, GitHub, Docker, Looker, Big Query, iOS/Android Mobile App Development, Postman, REST APIs, SCRUM, JIRA, Confluence

CERTIFICATIONS

Data Analytics Professional Certification

Google

October 2025

- Earned by demonstrating proficiency in industry-standard tools, including spreadsheets, SQL, Tableau, and R, and the ability to translate data insights into actionable business decisions.

AI Professional Certification

Google

March 2026

- Earned by demonstrating fluency in applying AI methodology by prompting effectively, evaluating outputs, and leveraging AI tools to build a portfolio of 20+ custom AI solution artifacts.

AWARDS & HONORS

Passion for Customer Success, Airship

2017,2022

- Awarded by Customer Success Leadership for showing elevated professionalism and championing the customer experience.

Lifesaver Award, Airship

2018

- Awarded by Customer Success Leadership for successfully delivering a world-class customer experience.

EDUCATION

Erasmus Student Exchange, Banking & Economics

Universidad de Sevilla, Seville, Spain

2004 - 2005

B.A. in Economics & Spanish Literature

Minors in Mathematics & Business Administration, University of Oregon, Eugene, OR

2001-2004, 2005-2006