

Matthew Turner

Software Product Manager

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WORK EXPERIENCE

Software Product Manager

Rackspace Technology

San Antonio, TX | 2020 - current

- Utilized Jira to manage product backlogs and sprint planning, resulting in a 23% increase in development efficiency.
- Implemented Agile methodologies, leading to a 3-week reduction in time-to-market for new features.
- Leveraged ProdPad for idea management and prioritization, resulting in a 27% increase in the success rate of launched features.
- Managed Git repositories, improving code collaboration and **reducing merge conflicts by 16%**.

Product Analyst

Charles Schwab

Austin, TX | 2018 - 2020

- Used Google Analytics to track and report on key performance indicators (KPIs), resulting in a 14% boost in conversion rates.
- Created user personas using Sketch, informing product design decisions that led to a 29% decrease in user churn.
- Managed Salesforce data to monitor customer feedback and product-related inquiries, reducing response times by 3 hours and improving customer satisfaction.
- Employed Slack to facilitate communication and collaboration among product, design, and engineering teams, leading to a **\$1.3M reduction in project development cost**.

Associate Product Manager

RetailMeNot

Austin, TX | 2016 - 2018

- Led a cross-functional team to improve product delivery efficiency by 33% by implementing Jenkins for automated CI/CD pipelines.
- Gathered and analyzed customer feedback through UserVoice, resulting in a 20% increase in user satisfaction by prioritizing and implementing key feature enhancements and bug fixes.
- Optimized AWS infrastructure, reducing monthly hosting costs by \$5.2K while maintaining high availability and scalability for the product.
- Collaborated with engineering and design teams to develop and launch two new product features, resulting in a **2500+ increase in monthly active users** within the first quarter.

SKILLS

- Jira
- ProdPad
- Git
- Sketch
- Google Analytics
- Salesforce
- Slack
- Jenkins
- UserVoice
- AWS

EDUCATION

Master of Science Software Engineering

University of Texas

2014 - 2016

Austin, TX

Bachelor of Science Computer Science

University of Texas

2010 - 2014

Austin, TX

CERTIFICATIONS

- Certified Product Manager (CPM)