
SAMUEL DOWD



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SUMMARY

Technical understanding to reduce feedback loop between development and business

Strong prioritization skills to manage backlogs with strategic, technical, and “quick win” efforts

Expert at managing stakeholder and senior executive relationships

SKILLS

Product Roadmapping
Product Strategy
Scrum PO Certified
AWS/Azure/GCP
REST APIs
Web Development
Python

RELEVANT EXPERIENCE

Product Manager, EF Education First

April 2019 - May 2020

Product Manager for custom, internal, and legacy CRM serving over 5000 users all over the world.

- Delivered front end upgrades that increased engagement by 20% and reduced related support calls by 40%
- Quarterly prioritized over 30 project requests into a backlog and roadmap to meet strategic objectives and maximize ROI
- Introduced Scrum techniques; doubling the team’s velocity in 3 months.
- Developed a prototype replacement of a legacy PDF Creation Engine which cut development efforts by 50%
- Led the discovery and planning process for introducing microservices, noSQL databases, and enhanced logging

Sr. Technical Product Owner, Harvard University

September 2017 – April 2019

Product owner for a strategic initiative to implement the first enterprise-wide REST API-based data exchange platform using MuleSoft.

- Managed 3 backlogs and a variety of stakeholders including developers, executives, and business analysts
- Onboarded over 150 of the first API consumers across the university community
- Implemented IAM, CI/CD, reporting, performance enhancements and modularization for API development

Technical Product Manager, McGraw-Hill Education

June 2013 – January 2017

Technical Product Manager for the development of the company’s inaugural data analytics platform, data visualization engine, and algorithm implementation

- Released the organization’s first data science-backed visualization for K-12 teachers
 - Developed prototypes for UX research and quick iterations through the planning/discovery phases
 - Delivered quarterly releases of the higher education student visualization to over 100,000 students
 - Introduced Google Tag Manager and Google Analytics to inform future planning and measure feature success
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EDUCATION

Master of Liberal Arts, Management

Harvard University Extension School - May 2017

Master of Education, Educational Technology

Framingham State University - May 2014

Bachelor of Arts, Communications

Sacred Heart University - May 2011
