



A **product and operations specialist** dedicated to product excellence through defining **strategic vision**, prioritizing the **right requirements**, and designing and delivering on **impactful outcomes**.

experience

Department of National Defence

2024 – now

OPERATIONS MANAGER

- Developing and maintaining information management system to manage logistics and training for 150+ users, enhancing **operational readiness** and **resource allocation**.
- Identifying and implementing key **strategic processes** resulting in:
 - 80% increase in interdepartmental collaboration on administration, pay, and personnel matters; and
 - 30% increase in communication with key stakeholders through digitization initiatives.
- Designing **effective communication** systems and standard operating procedures for Multinational NATO Transport Group, commendations for the Latvian Land Forces Medal of Merit and NATO Special Service Medal for contributions to international cooperation.
- Facilitation of over 75% of training engagements to meet annual targets and skill development for real operations.

Diligent

2017 – 2023

BUSINESS ANALYST – PRODUCT SOLUTIONS

- Defined critical requirements and provided high quality training data for the AI/ML development of proprietary Content Matching service (Maestra) to achieve **customer-first** platform improvement.
- Designed automated solution for quality assurance process to increase **team productivity** by 20% by reducing average QA time and accelerating project delivery times.
- Orchestrated multiple **team efficiency** projects:
 - Developed comprehensive training resources to facilitate a seamless adoption of technologies such as Github and Terraform, ensuring minimal operational disruption and creating the opportunity to identify key metrics and process improvements.
 - Studied and implemented agile utilizing Jira and Confluence tailored to team needs to significantly improve transparency of work.
- Vetted critical data fields throughout system migration as the primary liaison for cross-functional initiatives.
- Catalyzed \$300k ARR worth of new **product opportunities** and \$100k ARR in additional customer investments leveraging specialized market research and strategic consulting.

TECHNICAL PRODUCT MANAGER

- Developed and executed on GTM strategy for platform productization with 99% **customer engagement** rate ensuring complete product adoption.
- Transformed **technical designs** into solution for platform two-way sync, directly addressing and resolving critical customer use cases.
- Launched the Salesforce Product Request feature, creating a direct pipeline with grouping capability for the product teams to translate **user requests into business benefits**.

education

Northeastern University

2026 – 2029

MSc, Computer Science

BCIT School of Business + Media

2024

UI/UX Design Associate Certificate with Distinction

Brainstation

2023

Product Management Course

Scrum Alliance

2021

Certified Scrum Master® (CSM®)

Simon Fraser University

2021

Big Data: AI Essentials

UCLA

2013 – 2016

BA Political Science, Minor in Geology

skills

product lifecycle

- Agile Product Management
- Go-to-Market Strategy development
- Product Analytics and Metrics
- A/B Testing + Experimentation
- Double diamond design

technical application

- JIRA | Confluence
- Figma | Adobe XD
- Microsoft 365
- ChatGPT | Perplexity
- Google Business Suite
- Adobe Illustrator | Canva
- Salesforce
- LucidCharts | Whimsical
- Github

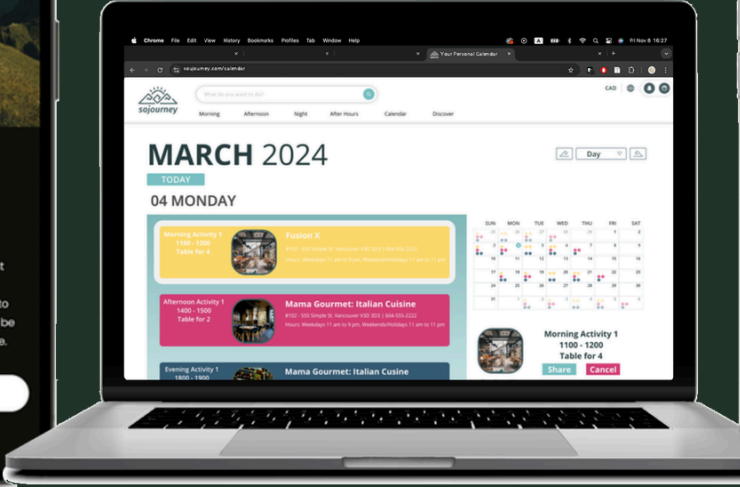
other

- Information Architecture
- UI/UX Design
- AI/ML Development
- Psychological Operations
- Civil Military Cooperation

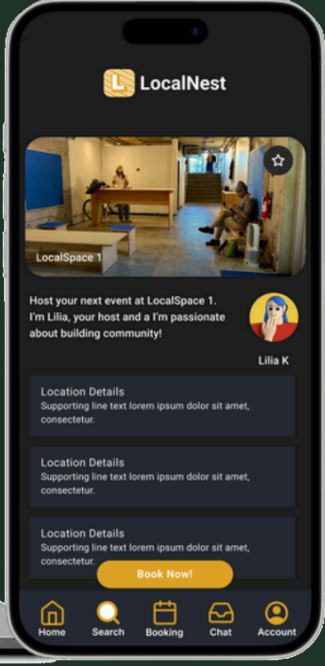
projects



TrailWise
a trail-conditions feature concept for AllTrails+



Your Personal Calendar
sojourney.com/calendar



LocalNest
a booking app for local event spaces

in the pursuit of being better.

