Jack Beaton // Software Product Manager

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Profile

- Experienced leader of cross-functional software product development teams
- Effective as project manager and individual contributor
- Skilled in User Experience (UX) research & design of customer-centric products
- Specialized in supporting complex domains, such as Fintech, Healthcare, Education, and Data Science

Experiences

Data Analyst   Nov 2023 – Present
LA County Office of Education *(education + fintech)*   Los Angeles, CA

- Customer Experience (CX) data collection, sentiment analysis, data visualization & reporting in service of Enterprise Resource Planning (ERP) rollout

Product Manager   Feb 2018 – Aug 2022
Giant Machines LLC *(software consulting)*   New York, NY

- Led cross-functional software project teams of 3-12 engineers & designers
- Simultaneously responsible as clients' single-point-of-contact (SPOC), scrum master, and individual contributor of product management tasks
- Ran Agile team process, researched customer & user needs, defined product vision & requirements, oversaw design, built prototypes, wrote user stories, prioritized backlog
- Productized prototype Artificial Intelligence (AI) platform for industrial rollout
- Built no-code Healthcare eCommerce Lean prototype, taking in initial revenue of $300+ per day, and played key role in scaling venture to $1,000,000+ revenue per day

Director of User Experience   March 2017 – Sept 2017
NYIAX *(fintech startup)*   New York, NY

- Performed user research and UX design for startup futures marketplace for Adtech

Senior User Experience Designer   Aug 2013 – March 2017
Scivantage *(fintech)*   Jersey City, NJ

- Performed concepting, user research, UX design, Agile project management, and sales demos for B2B2C retail brokerage software, from concept to implementation

User Experience Designer   Jan 2011 – Aug 2013
Accenture *(software consulting)*   New York, NY

- Performed user research and UX design for clients across industries

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User Researcher
Nokia *(mobile messaging software)*

Oct 2008 – Dec 2009
Boston, MA

- Conducted User Experience research on mobile messaging apps in India and America
- First author, "Indian Cultural Effects on User Research Methodologies", CHI 2010

Researcher
Carnegie Mellon University *(software research)*

Nov 2007 – Oct 2008
Pittsburgh, PA

- Conducted research on usability of web service APIs (Application Programming Interfaces) for developers, including live-coding usability tests
- First author, "Usability Challenges for Enterprise Service-Oriented Architecture APIs", VL/HCC 2008

Teaching Experience Highlights

- **Instructor, Intro to C++** Aug 2020 – Dec 2020
  Fordham University, CISC 1600/1610 New York, NY
- **Instructor, Intro to C++** Aug 2018 – Dec 2018
  Fordham University, CISC 1600/1610 New York, NY
- **Teaching Assistant, Front End Web Development** Feb 2013 – Mar 2014
  General Assemb.ly, FEWD10, FEWD13, FEWD17, & FEWD24 New York, NY
- **Teaching Assistant, Design of Usable Systems** Jan 2011 – May 2011
  Harvard University, CS179 Cambridge, MA

Skills

- **Product Management:** Agile/Scrum, Lean Startup, Atlassian (Jira/Confluence/Trello)
- **Design:** Wireframing, Interactive Prototyping, Mockups, Information Architecture
- **Research:** Usability Testing, Surveys, User Interviews, Personas, Lean Experiments

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Education

- Master of Human-Computer Interaction (MHCI), Carnegie Mellon University
- Bachelor of Arts, Cultural Anthropology, University of Maryland, Baltimore County