

Olivia MacDougal

Innovative and data-driven Product Manager skilled in working with cross-functional teams responsible for delivering highly visible features against competing deadlines and budgets to the delight of users.

EXPERIENCE

Pendo, Remote — *Product Manager*

JAN 2021 - PRESENT

- Lead strategic and tactical development of innovative new analytics metric, the Product Engagement Score, adopted by 65% of accounts
- Conducted extensive problem discovery on and prioritized enhancements to Dashboard home page in collaboration with design and engineering
- Presented upcoming improvements to product alongside VP of Data Science at annual user conference

VMware Carbon Black, Boston — *Technical Product Manager*

APR 2020 - DEC 2020

- Defined strategic direction and product roadmap for product with \$8.6M total ARR
- Owned key strategic partnership with Dell to jointly develop and launch an integrated solution
- Lead tactical execution of product vision resulting in a 706% YOY increase in adoption

VMware Carbon Black, Boston — *Product Owner*

JUL 2018 - APR 2020

- Drove product development of macOS agent on an Agile Scrum team from ideation to launch
- Lead beta programs, conducted research studies, analyzed customer usage data to ensure successful adoption
- Collaborated with internal and external stakeholders to understand and prioritize business and customer needs

EDUCATION

Tufts University, Boston, MA — *B.S. Computer Science*

SEPT 2014 - MAY 2018, Magna Cum Laude, GPA: 3.62

ACTIVITIES

Tufts Women in Computer Science — *Alumni Student Mentor*

SEPT 2019 - PRESENT

CONTACT ME

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SKILLS

Agile Methodologies
Creative Problem Solving
Team Leadership
Communication
Presentation
User Research
Beta Coordination
Feature Definition
Agile Software (JIRA, Trello, Confluence)
Product Analytics (Pendo, Google Analytics, Mixpanel)
Productboard

CERTIFICATIONS

Foundations and Focus,
Pragmatic Marketing
July 2020

Certified Scrum Master,
Scrum Alliance
Jan 2019

Certified Scrum Product Owner, Scrum Alliance
Nov 2018

LANGUAGES

Spanish, proficient