jess

product management · program management · customer operations

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standups & snacktime

profile

Product-minded operations leader with deep experience in technology across Customer Operations, Trust and Safety, Incident Management, and Program Management at Kraken, Lyft, Scribd, Uber, and Apple. Turns recurring friction into products, programs, and processes people actually use. Most recently took a subscription product from concept to live checkout, owning the product decisions, user testing, and every release while directing AI-assisted development. Proven in high-stakes cross-functional work with Engineering, Product, Security, Legal, and Support, including programs that measurably reduced costs. Experienced hiring manager who builds high-trust teams through individualized coaching.

featured product work

the wishlist department product case study — **2026 – present**

A no-spoilers gift-list subscription for whole families, built with AI as the engineering partner.

Full case study: standupsandsnacktime.com/case-studies/wishlist-department

- **Concept to product in 4 days:** took the product from concept to a working paid product in four days: Stripe checkout that provisions each account automatically, annual renewals and lapses, refund and privacy policies, account recovery, and an in-product help page.
- Owned the product role: framed problems and success criteria, chose a design direction from five mockups, rejected two proposed solutions on usability and security grounds, and reviewed and released all 51 changes.
- Tested each version with real families and fixed the cause behind each issue they hit, including server-side enforcement so list owners never receive gift-claim data, code-based identity with one-time email resets, and age rules derived from birthdays families already provide.
- Built a privacy-safe usage dashboard tracking activation, engagement, feature adoption, and seasonality; used early data (5 of 6 accounts completed setup, 1 added wishes) to prioritize onboarding over new features.

core skills

product	Product discovery, user research and testing, roadmap prioritization, requirements and acceptance criteria, pricing and packaging, usage metrics and dashboards, launch planning
program	Cross-functional program management, incident command, executive communication, post-incident reviews, process improvement, reporting and tracking frameworks
customer ops	Support operations, escalation management, BPO leadership, quality assurance, training and onboarding, knowledge management, trust and safety policy
tools + technical	AI-assisted development (Claude), Visual Studio Code, GitHub, Cloudflare, Stripe, Google Workspace, Asana, Atlassian, Zendesk, Blameless, HTML and CSS

professional experience

standups & snacktime founder and product lead — **2024 – present**

- Built and launched a career-resource business for working parents: website, long-form blog, and three paid digital career guides.

current role operations + programs	**2025 – present**	**kraken** incident management	**2023 – 2024**
lyft customer response programs	**2022 – 2023**	**scribd** trust & safety, support	**2017 – 2022**
uber safety incident response	**2016 – 2017**	**apple** customer support	**2014 – 2016**