

EXECUTIVE PROFILE

Strategic product and business executive with 15+ years experience leading enterprise software initiatives, product strategy, customer delivery, operational excellence and organizational transformation. Proven success partnering with executive leadership to define product vision, drive cross-functional execution, and scale high-performing teams across Product Management, Professional Services, Customer Success, Project Management, and Engineering. Recognized for translating complex business challenges into innovative technology solutions that accelerate growth, improve customer experience, and drive operational excellence. Passionate about leveraging AI, automation, and data-driven decision making to build scalable organizations and deliver measurable business outcomes.

PROFESSIONAL EXPERIENCE

Vice President, Product Strategy & Delivery (Cilio Technologies)

January 2025 - Present

- Own enterprise product strategy and customer delivery for a SaaS platform supporting 8 enterprise customers, leading a 60-person cross-functional organization with 6 direct and 6 indirect reports across Product Management, Professional Services, Customer Success, Project Management, Onboarding, and Quality Assurance.
- Partner with executive leadership to define and execute the company's product vision, aligning product investments with customer priorities, business objectives, and long-term growth.
- Lead a product organization consisting of 4 Product Managers, 2 Project Managers, and a Customer Success organization of 4 professionals, developing future leaders while fostering accountability and continuous improvement.
- Establish product governance, roadmap prioritization, and Agile release planning processes supporting 17–18 production deployments annually through a disciplined 3-week sprint cadence.
- Direct delivery for approximately 30 enterprise implementations annually, reducing average implementation timelines by 16% while improving consistency and customer adoption.
- Improve customer satisfaction by 8% through customer-centric product planning, standardized implementation methodologies, and stronger cross-functional collaboration.
- Champion the organization's adoption of AI-powered development and delivery workflows, increasing delivery capacity by 600% while accelerating software development, documentation, reporting, and internal operations.
- Partner closely with Engineering, Design, Sales, and Customer Success leadership to prioritize strategic initiatives, balance competing business priorities, and deliver high-impact product releases.
- Develop executive dashboards and business intelligence reporting that provide leadership with actionable insights into product performance, customer health, implementation progress, and operational effectiveness.

Services Execution, Sr. Manager (Lowe's Companies, Inc.)

November 2019 – June 2024

- Led enterprise strategic initiatives across technology, customer experience, and field execution, partnering with executive leadership to deliver large-scale business transformation.
- Reduced operating expenses by 19% through process optimization, change management and operational standardization.
- Defined the enterprise reporting strategy and roadmap, eliminating 47% of redundant reports through business intelligence and automation initiatives.
- Improved customer cycle time by 13% by strengthening cross-functional collaboration, reducing operational risk, and optimizing service delivery.
- Led enterprise Voice of the Customer (VoC) initiatives to identify improvement opportunities, enhance enterprise processes, and improve customer experience.
- Managed and developed high-performing analyst teams through coaching, mentoring, and performance leadership.