

# Jack Beaton // Product Manager

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## Summary

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Experienced leader of cross-functional software product development teams, with a history of successful delivery of business-critical software. Skilled in Agile/Scrum methodologies and Atlassian tools for streamlined project management. Adept in user research, wireframing, and User Experience Design, ensuring the development of customer-centric products. Specialized in supporting complex domains, including Fintech, Healthcare, and Data Science.

## Industry Experience

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### Principal Product Manager

Beaton Interface Consulting (*consulting/startup*)

Aug 2022 – Present

Los Angeles, CA

- Freelance software projects for small business clients
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### Product Manager

Giant Machines LLC (*consulting*)

Feb 2018 – Aug 2022

New York, NY

- Managed cross-functional software project teams as client's single-point-of-contact, solely responsible for project delivery
  - Led teams of 3-12 engineers and 1-2 designers per project, simultaneously acting as a supervisor and individual contributor
  - Researched requirements, defined product vision, planned roadmaps, wrote user stories & acceptance criteria, prioritized backlog, and moderated Agile processes
  - Stabilized complex Fintech Artificial Intelligence platform by resolving team structural issues and reducing system downtime rate to withstand projected industrial usage
  - Developed 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
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### Director of User Experience

NYIAX (*fintech + adtech startup*)

March 2017 – Sept 2017

New York, NY

- Designed futures marketplace to securitize and trade advertising space
  - Planned & conducted user research, defined personas, gathered requirements, and specified information architecture, wireframes, & user stories
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### Senior User Experience Designer

Malbec/Scivantage (*brokerage software startup*)

Aug 2013 – March 2017

Jersey City, NJ

- Successfully navigated a startup product from concept to implementation, and continued post-merger support after startup was acquired
- Designed retail brokerage software for individual investors (B2B2C)
- Budgeted, planned, and conducted user interviews, ideated concepts, and utilized user feedback to create actionable wireframes and user stories

**User Experience Designer**

Accenture (*consulting*)

Jan 2011 – Aug 2013

New York, NY

- Conducted user interviews, validated design concepts, translated user needs into wireframes, and communicated business value of features to clients
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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
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**Researcher**

Carnegie Mellon University (*research institute*)

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
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**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
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**Education**

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

- **Product Management:** Agile/Scrum, Lean Startup, Atlassian (Jira/Confluence/Trello)
- **Design:** Wireframing, Interactive Prototyping, Mockups, Information Architecture
- **Research:** Usability Testing, Contextual Interviews, Workshops, Personas, Experiments
- **Industries:** Fintech, Healthcare, eCommerce, Education, Data Science