CHARLES "CJ" PAGE

charlesjpage@gmail.com

(317) 258-8690

Product Lead

Product Manager • Product Owner • UX Designer • Team Lead

Leadership • Strategic Thinking • Agile • Creative Problem Solving • Roadmapping

Forecasting • User Experience Design • Competitive Analysis • Business Metrics • Product Definition

---

Negotiatus, New York, NY

B2B SaaS Business procurement platform offering cross vendor purchasing consolidation and spend management.

Sr. Product Manager   **Jan 2019 – Mar 2020**

- Product owner for internal operations and order processing, as well as payments and billing.
- Payments subject matter expert, implemented new payment product that earned $60k+ revenue in 6 months and is growing 20% month over month.
- Streamlined order processing workflow resulting in savings of >25% of manual internal operations order processing effort.
- Defined new pod structure and formalized agile discovery and delivery processes and tooling (ProductBoard and Jira) for product and engineering department.

SALIDO, New York, NY

B2B SaaS iPad based Restaurant operations platform, offering POS, online ordering, CRM, employee management, and inventory management.

Sr. Product Manager   **Jun 2018 - Jan 2019**

- Ordering team product owner, responsible for the point-of-sale app and online ordering API.
- Delivered Order Status Board to support luxury food hall concept Aster Hall in Chicago.
- Delivered scan-to-pay integration with LevelUp.
- Introduced new backlog structure focused on product discovery + prioritization and engineering pod delivery.

CardFlight, Inc., New York, NY

B2B SaaS mobile payments platform with the first EMV certified mobile POS in the US.

Product Manager   **Oct 2015 - Sept 2017**

- Grew active merchant count over 500%.
- Sole product owner overseeing 2 product lines (API platform and mobile POS - android and iOS), defining each roadmap and cross-prioritizing initiatives.
- Realigned three cross-functional engineering teams and introduced JIRA with an agile (SCRUM) project management framework.
- Managed product development lifecycle from concept through launch and beyond. Simultaneously served product management, design, and project management roles.

Charles "CJ" Page

Booker Software, New York, NY

B2B SaaS Service business operations platform, offering appointment booking, payment processing, employee management, client CRM, and marketing.

Product Manager   **Sept 2013 - May 2015**

- Defined monetization strategies to increase service model metrics. (CAC, MRR, LTV)
- Launched new vertical-specific booking interfaces (group service/class management and pet grooming) in response to specific market opportunities identified through market research.
- Provided agile product ownership (SCRUM), evangelized the distributed development team, and adapted and scaled resources to deliver products on time.

UX Designer   **Jun 2012 - Sept 2013**

- Refined core features: CRM, Bookings, Settings, Marketing, and Inventory Management.
- Introduced UX thinking to all brand and product touch points, including sales, marketing, support, and business development.
- Lead the development of interaction designs, wireframes, and mockups for 4 product teams across multiple product areas.

Origin Digital (An Accenture Company), New York, NY

B2B Creative services and OVP for companies to capture, convert and publish live and on-demand HD video.

UX Designer   **Feb 2011 - Jun 2012**

- Delivered an online video platform, streaming live and on-demand webinars with live slides, integrated within an Enterprise Video SaaS Platform for clients like Cisco and Johnson & Johnson.
- Designed and launched a backend broadcast and broadband operations workflow management application for live capture, conversion, and distribution.
- Conceptualized and delivered mobile, PC, and OTT distributed creative video engagements for major Fortune 500 brands, such as Virgin, Disney, and Coca-Cola.

Indiana University School of Continuing Studies, Bloomington, IN

Online courseware platform for homeschool high schoolers and college and adult continuing education students.

Manager, User Support   **Jan 2006 - Aug 2008**

- Managed a team of 4 support agents providing online support for students and instructors and in-house support for staff.
- Created an internal support wiki for all experienced issues, configurations, and expected responses to decrease response time and concurrent open issues.

==

Indiana University, Bloomington

M.S. Human Computer Interaction (UX) design   **2010**
B.S. Business Informatics   **2006**

Charles J. Page