Oleg Gor, MBA
Product Management Leader

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Motivated, detail-oriented, and collaborative Product Leader with +15 years' product management experience. Innovative product manager and team leader with excellent analytical skills and passion for translating client and stakeholder needs into viable technical solutions. Knowledgeable problem solver with ability to work independently or with internal departments and resources to meet tight deadlines within fast-paced industries.

- **Executed product strategy to boost overall company revenue by +15%** including development of short- and long-term product roadmaps

- **Designed and delivered high-profile business mobile app to meet global availability needs for 10M users** under tight deadlines

- **Eliminated +$20M in annual global inventory error-related costs** via development and integration of inventory management mobile app

EXECUTIVE VALUE AND SKILLS

Product Management – Team Leadership – Strategic Marketing Creativity

- **Executive Experience** – brings +25 years of progressively responsible positions in senior product management

- **Cross-Functional Product Management** – ensures timely product delivery by collaborating with internal resources including development, marketing, sales, partnerships, and UI / UX teams

- **Product Innovation** – drives new product development initiatives from concept to conclusion

- **User Interface (UI) / User Experience (UX)** – prioritizes customer requirements, communications, and feedback to align goals and deliver optimal software solutions

- **Strategic Relationships –** understands value of creating lasting bonds with business leaders and key stakeholders

- **Implementation of AI/ML models** to gain Competitive Advantage, reduce operational costs, increase Efficiency and Scalability

- **Predictive Analytics** - ML models predicting trends and behaviors by analyzing historical data

INNOVATION STRATEGY	RELATIONSHIP-BUILDING SKILLS	AI/ML MODELS IMPLEMENTATION
PRODUCT MANAGEMENT	PRODUCT JOURNEY AND DISCOVERY	KANBAN, WATERFALL METHODOLOGIES
SOFTWARE DEVELOPMENT LIFECYCLE	DATA MANAGEMENT AND ANALYSIS	B2C/B2B EXCHANGE OF SERVICE
INTERPERSONAL SKILLS	PROBLEM-SOLVING SKILLS	MS POWER BI, ZOHO CRM, MIRO
TASK DELEGATION	PRODUCT AND SERVICE INNOVATION	JAVA, PHPUNIT, JMETER, JENKINS
REVENUE GROWTH	CUSTOMER EXPERIENCE PERSONALIZATION	VAGRANT, XCODE, CSS, HTML
INTERNAL / EXTERNAL COMMUNICATIONS	STAKEHOLDER RELATIONS	AMAZON WEB SERVICES (AWS)
TECHNICAL KNOWLEDGE	ANALYTICAL SKILLS	POSTMAN, UNIX, VIRTUAL BOX, SQL
INFORMATION TECHNOLOGY (IT)	MARKET RESEARCH	JSON, XML, GIT, SVN, FIREBUG
CYBERSECURITY	CUSTOMER EXCELLENCE	QUALITY ASSURANCE (QA)
COMPUTER SYSTEMS	PRESENTATION SKILLS	ADOBE EXPERIENCE MANAGER (AEM)
SOFTWARE DEVELOPMENT	CROSS-FUNCTIONAL TEAM LEADERSHIP	SECURITY PENETRATION TESTING
TRAINING AND DEVELOPMENT	PROCESS IMPROVEMENTS	JIRA, INVISION, SKETCH, FIGMA, MIRO
AGILE PROJECT MANAGEMENT	MOBILE APPLICATIONS	USER-CENTERED DESIGN

USER EXPERIENCE	AGILE USABILITY TESTING	AZURE, JAVASCRIPT, HTML5
AGILE METHODOLOGY	USER RESEARCH, USER FLOW DIAGRAMS	USER INTERFACE DESIGN
INTERACTION DESIGN	MOBILE DEVICES	USER EXPERIENCE ARCHITECTURE
SALES SUCCESS STRATEGY	GO-TO-MARKET (GTM) STRATEGY	DOCUMENTATION MAINTENANCE
BUSINESS ANALYSIS, BRD	HUMAN COMPUTER INTERACTIONS	PROTOTYPING, POS, MVP, GA
SOFTWARE AS A SERVICE (SaaS)	ZOHO, SALESFORCE CRM	SOFTWARE ENGINEERING
SOFTWARE COMPUTING	USABILITY	WEB APPLICATIONS, REST API
BUSINESS ANALYSIS, BACKLOG MANAGEMENT	CONFLUENCE, REQUIREMENTS DEVELOPMENT	TECHNICAL WRITING, DOCUMENTATION
ENTERPRISE SOFTWARE	MOBILE DESIGN	INFORMATION ARCHITECTURE

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Head of Product

Paradigm Senior Services

03/2022 – 01/2024   Miami, FL

Led development and delivery of tailored product lines for home care providers. Piloted cross-functional global teams to oversee entire product lifecycle. Managed product evolution, business vision, short and long term roadmaps.

CORE COMPETENCIES: SOFTWARE DEVELOPMENT LIFECYCLE (SDLC); PRODUCT MANAGEMENT, IT SUPPORT, POWER BI, STRATEGIC PLANNING SKILLS, CROSS-FUNCTIONAL TEAM LEADERSHIP, BUSINESS REQUIREMENT DOCUMENTS (BRD), UX / UI DESIGN

- *Implemented AI/ML models to reduce operational costs*, freeing up human employees to focus on creative work
- *Increased company revenue by +15% via execution of comprehensive product strategy;* conducted market research to identify opportunities; held customer interviews; assessed pain points; led product discovery sessions; analyzed user flows; developed short-term and long-term product roadmaps aligned with company objectives
- *Established and led product management team from ground up;* assessed business objectives and resources; evaluated product team's output quality; focused on enhancing team capabilities; standardized BRD format and implementation tickets; maintained culture of innovation and cross-functional collaboration
- *Skyrocketed customer satisfaction scores by 15% for product in Q4 2023;* developed method of analysis for customer needs and challenges; conducted surveys, interviews, and group discussions; prioritized intuitive UI and UX in product design; implemented updates; developed product customization options to meet customer needs
- *Raised product adoption and onboarding process metrics by +25% by revitalizing Customer Education programs;* initiated data collection efforts; created knowledge bases, FAQs, and instructional videos; spearheaded customer education portal creation; developed analytics system using Power BI
- *Boosted overall performance for Billings and Collections teams by +75%;* evaluated internal product usage by Billings and Collections teams; developed targeted feature set designed to enhance operational workflows; collaborated with development team to meet delivery deadlines and guarantee seamless integration
- *Oversaw product line's financial performance;* prioritized revenue generation; handled cost management; leveraged customer feedback and data analytics to refine products

Technical Product Manager

View, Inc.

06/2019 – 03/2022   Milpitas, CA

Headed development and management of smart window products utilizing AI/ML models. Supervised software and hardware teams. Managed projects to deliver new features, establish streamlined procedures, and align objectives.

CORE COMPETENCIES: PRODUCT MANAGEMENT, SOFTWARE DELIVERY, PRODUCT DEVELOPMENT, API INTEGRATION, AGILE LEADERSHIP METHODOLOGIES, STAKEHOLDER RELATIONSHIPS, TECH STACKS, STRATEGIC THINKING SKILLS, PRODUCT DESIGN

- *Directed MVP creation, transitioning from legacy backend to new high-performance platform;* evaluated technology stack; developed list of MVP improvements; headed MVP development

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- *Collaborated with business, technology, and analytics partners to deliver new features from conception through to launch;* oversaw ideation and development; coordinated production release in Agile environments
- *Established and maintained various relationships to achieve commerce platform's vision and objectives;* worked with dev teams and stakeholders to plan and execute roadmap; worked with strategic business partners and builder teams; collaborated with Marketing and Sales departments

Lead Product Manager

Kroger

11/2018 – 06/2019   Cincinnati, OH

Commanded Agile development teams, informing product decisions and building tailored user experiences. Developed technical objectives. Drove data quality initiatives. Communicated product plans and updates to investors.

CORE COMPETENCIES: PRODUCT DEVELOPMENT AND DELIVERY, PRODUCT JOURNEY FLOWS, REQUIREMENTS GATHERING EFFORTS, REPORT DOCUMENTATION, INVENTORY MANAGEMENT, STAKEHOLDER INVESTMENTS

- *Eliminated +$20M in annual global inventory error-related expenses in 2019 with Inventory Mobile App;* led analytical research and assessments of inventory management tasks across top-performing Kroger locations; collaborated with UI / UX teams and key stakeholders; designed product journey flows; integrated self-learning AI
- *Ensured accessibility and maintained updated reports* by creating and maintaining comprehensive documentation; reviewed, updated, and collated user guides and release notes
- *Managed communications between internal teams and external stakeholders;* drove cross-functional collaboration

Senior Technical Product Manager

Zero Cognitive Systems

12/2016 – 11/2018   Los Gatos, CA

Oversaw all aspects of product development lifecycle, ensuring timely delivery of products and features. Aligned business objectives with focus on UX and continuous revenue growth.

CORE COMPETENCIES: SDLC OVERSIGHT, BUSINESS ANALYSIS, RESOURCE MANAGEMENT, CLIENT ASSESSMENTS, SOFTWARE DEVELOPMENT, REQUIREMENTS DEFINITION, BUSINESS REQUIREMENT DOCUMENTATION, CONTINUOUS IMPROVEMENTS, TEAM LEADERSHIP

- *Managed entire product development lifecycle;* developed and implemented product strategy; coordinated product development team throughout process; drove technical innovation
- *Facilitated delivery of product roadmap priorities to maximize customer and business value;* worked to achieve time-to-market and value targets
- *Collaborated with prospective users, clients, and business stakeholders;* gathered requirements; assessed client needs; translated to detailed product requirements

Principal Product Manager

Cadreon

12/2014 – 12/2016   San Francisco, CA

Led product and project management efforts in collaboration with engineers and business owners. Created buy-in for product vision with internal and external partners. Managed product backlog and user story priorities.

Product Platform Lead

Pix

01/2011 – 12/2014   San Francisco, CA

Provided product management support for a platform that collaborates and manages all phases of entertainment industry production. Defined product vision and built integrated components. Spearheaded product plan leadership.

Quality Engineering Lead

Bill.com

01/2007 – 02/2011   Palo Alto, CA

Validated financial web-based application responsible for online bill management service. Met business requirements in collaboration with dev teams. Coordinated and supervised release test strategy and test plan execution.

Senior Manager – Quality Engineering

Hologic, Inc.

09/2002 – 01/2007   Los Altos, CA

Managed complete QA lifecycle including training, supervision, and support of QA department. Liaised with Marketing, Affiliates, Editorial, Developers, and Analytics departments. Facilitated QA and dev team walkthroughs.

EDUCATION

Technical – Software Development Technical Program
Nov 2003, Software Advanced Technologies Institute, Sunnyvale, CA United States

MBA, Master of Business Administration – Management and Operations
May 2001, Taras Shevchenko National University of Kyiv, Ukraine

BS, Bachelor of Science – Romano-Germanic Philology and Linguistics
Sep 1999, Cherkasy National University, Ukraine

Certifications:

Agile Expert Certificate of Proficiency (Agile Alliance the Agile Manifesto); Certified Scrum Master - An Agile Framework (Agile Alliance); Certified Scrum Product Owner (CSPO); Project Management Professional – PMP (Project Management Institute); Product Manager (The Association of International Product Marketing Software); Software Quality Assurance Engineer (Software Advanced Technologies Institute)