

Steven W. Glickman

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Professional Summary

Product Leader and individual contributor with over 15 years of experience in product management and UX design, specializing in translating broad corporate strategy into actionable, multi-year product roadmaps. I excel in environments that demand working with ambiguity and strategic thinking to drive impactful change, known for defining strategic growth areas and competitive market differentiation. Proven ability to build alignment and define compelling business narratives to secure stakeholder buy-in and drive the modernization of complex systems by acting as a key advocate and owner of the product vision.

Core Competencies

Leadership	Strategic Thinking, Multi-Year Product Vision Setting, Executive Communication & Storytelling, Product Strategy, Market Analysis, Competitive Analysis, Business Case Development, Product Offerings
Influence	Stakeholder Management & Negotiation, Cross-Functional Teams, Managing Ambiguity, Problem-Solving, Business Requirements, Partner Integration
Methodology	Product Lifecycle Management (PLM), Software Development Lifecycle (SDLC), Agile Scrum & Kanban, Strategic Planning, Technical Specifications, Product Backlog Prioritization, Sprint Planning, Revenue Generation, Cost Reduction, Financial Analysis, Jira, Confluence, Monday.com, Asana
Data Acumen	Analytical & Data-Driven Decision Making, Business and Financial Competencies (P&L Influence), KPI Reporting, Mixpanel, Excel, SQL
Product Design	Human-Centered Design, User Journey Mapping, User Stories, Design System Development, A/B Testing, Web, Mobile, Android, iOS, AI Generative AI, AI Design, Prototyping, Figma, Adobe XD, Axure RP, JustInMind
AI & Emerging Tech	Human Agent Interactions, Reinforcement Learning, Alignment, Prompt Engineering, Generative AI, Rapid Prototyping, Figma Make, Cursor, MGX, N8N, Zapier
Integrations	Salesforce, SugarCRM, Webex, Zoom, MS Teams, ATT, Cisco, IBM Sametime, MS Office, Twilio

Professional Experience

ThinkRite Inc. | Fort Lauderdale, FL | Nov 2022 - Jul 2025

Senior Product Manager | Lead UX Designer | Contractor

B2B2C SaaS solution combining professional networks, consultant marketing, and project management

- Led a cross-functional initiative to integrate AI into all 4 pillars of the solution, establishing a comprehensive framework used across the organization.
- Pruned the solution backlog by 25%, prioritizing high-value features to drive growth and de-risk future development.
- Developed a product-wide design system used by a distributed team of 4 designers and 7 engineers, ensuring product consistency and efficiency.

Midi Enterprises LLC. (POEM Design) | Minot, ND | Apr 2022 - Nov 2022

Product Development and Implementation Manager

Personalized home décor and gifts sold through online retailers

- Drove alignment across accounting, marketing, procurement, and manufacturing departments by designing and developing 2 internal tools, which eliminated information silos and reduced the time to develop business cases by 85%.

- Managed 12 new products from ideation to launch, focusing on product line identification that successfully increased one machine's utilization by 600%.
- Developed and implemented a new product development workflow, reducing time from ideation to production by 3 days.
- Reported on 5 weekly Key Performance Indicators (KPIs) to senior management, providing data-driven direction to influence product strategy and resource allocation.

ThinkRite Inc. | Ft. Lauderdale, FL | Mar 2009 - Mar 2022

Senior Product Manager | Senior UX Designer | Mar 2017 - Mar 2022

Meeting management and collaboration applications on web and mobile

- Acted as a crucial liaison between 3 product and 4 engineering teams, collaborating to define solution architecture, identify technical constraints and trade-offs, and ensure alignment with both near- and long-term product roadmaps.
- Mentored 3 junior designers, managed their weekly tasks, established design review processes, and facilitated team rotations, contributing to their professional growth into team leadership roles.

Product Portfolio Manager | UX Designer | Mar 2014 - Mar 2017

Calendar and conference call management desktop and mobile clients

- Co-managed a product development budget of \$5 million, optimizing resource allocation and ensuring strategic investment in product initiatives.
- Achieved a 15% quarter-over-quarter improvement in Net Promoter Scores (NPS) by monitoring user data, championing user feedback, and leading design enhancements.
- Reduced customer conference costs by an estimated \$1 million globally
- Determined and documented all business logic for the 4-product portfolio, ensuring product development aligned with strategic business objectives.

Product Manager | UX Designer | Mar 2011 - Mar 2014

Enterprise voicemail and unified messaging clients for desktop and mobile clients

- Established bi-weekly cross-departmental meetings to communicate business objectives and adapt product requirements to the needs of 6 departments (product, design, engineering, quality assurance, sales, and support).
- Enhanced cross-functional efficiency by customizing JIRA workflows for 25 employees, to establish critical stage gates and handoffs between teams.
- Reduced global conference costs for IBM by over \$1,000,000+ USD with the design and development of an internal calendar and telephony plug-in.
- Managed Fortune 100 customer relationships involving over 200,000 licenses.

Design Engineer | Sales Assistant | Mar 2009 - Mar 2011

Education

Northwood University | West Palm Beach, FL

Bachelor of Arts, Business Management (Advertising, Marketing, Management) | 2006 - 2008

Palm Beach State College | Lake Worth, FL

Associate of Arts, General Education | 2002 - 2006

Certifications

Google 2025 - Google Agile Essentials

LinkedIn Learning 2025 - UX DesignOps, Hybrid Project Management, Ethical Human-Centric AI Design, Customer-Centric Transformation