# STEPHEN
## Dangerfield

Product Manager | [he/him]

📱 (801) 358-5821
✉ me@stephendangerfield.com
💻 stephendangerfield.com

## ABOUT ME

Hi there! I'm Stephen. I am passionate about creating solutions that bring people and data together via software—solving problems that not only resonate with users but make their everyday life easier and more enjoyable.

My product management and support operation background helped me develop a deep understanding of user behaviors and needs, teaching me what it takes to create rich and lasting customer relations. I've learned how to envision current and future needs, allowing me to scope, prioritize, and execute solutions with the most significant impact on users.

## EXPERIENCE

### PODIUM | Lehi, UT

**Product Manager** | Aug 2019 – Present
Responsible for creating and driving our strategic ecosystem allowing partners, customers, and third parties to build any solution on top of the Podium platform. Increased integration development speed by 40% and growing. Collaborate with various departments and teams, ensuring API-driven development is a core focus will all product development work.

**Head of Product Support** | Sept 2017 – Dec 2019
Grew our product support & operation organization by 350% while maximizing efficiency through new processes, automated solutions, and multi-tiered support. Increased our customer satisfaction from 89% with 30k users to 97% with 100k users by creating a seamless user experience for small and large businesses. Managed Podium User management, finding ways to drive and increase DAU's and other user-related product development.

### SQUARE ONE LABS | San Francisco, CA

**Technical Product Manager** | Feb 2017 – Aug 2017
Lead product development for our messaging products, working to connect online and offline data to solve customer journeys. Created processes to perform quality customer research and test new features with an A/B testing framework that the entire product organization adopted.

### GENERAL ASSEMBLY | San Francisco, CA

**Software Engineer** | Oct 2016 – March 2017
Implemented and led the rollout of a new curriculum that helped teams learn faster but proved development was less bug-prone once in production. Tested and researched numerous new technologies to determine which should be used in product enhancements.

### FLUENT HOME | SLC, UT + the Eastern US

**Technical Operation Manager** | Jan 2015 – Oct 2016
Managed all technical aspects for our 5 Eastern United States offices leading recruiting, hiring, and onboarding. Created a quality control and inventory management system that resulted in 35% less missing equipment for our region. Tested and researched a wide range of smart home devices to determine which products we should introduce to our customer base.