**LUCINDA KRAHL**

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**EXPERIENCE**

**Sr. Technical Product Manager**, Office Depot January 2021 – present

Responsible for business impact and a positive customer experience related to the fulfillment and supply chain of our B2B pivot strategy.

**Consulting Manager**, Pariveda Solutions January 2020 – December 2020

Managed the product enhancements for a B2B vehicle inventory management product.

* Generated a product analytics vision and strategy by connecting business outcomes to measurable user behavior changes, co-creating workshops with a new director, and using shuttle diplomacy to gain buy-in
* Introduced 2 new product frameworks that resulted in a 50% reduction in rework and bugs
* Crafted an outcome thinking workshop for product teams and presented to a potential executive client

**Senior Consultant – Product Owner**, Pariveda Solutions April 2019 – December 2019

Led a team of 9 developers as the agile Product Owner building a new sales product for car dealerships.

* Created the company’s first quarterly product roadmap by starting weekly stakeholder meetings and regularly meeting with the customer-facing teams to understand important customer pain points
* Presented virtually at company’s national conference to help others learn about usability testing

**Consultant – Product Designer**, Pariveda SolutionsAugust 2018 – April 2019

Designed the UX, UI, and research activities for a B2B web and mobile health benefits product.

* Built iterative prototypes, conducted user interviews, and ran usability tests to validate product designs
* Established a global design system with visual and interaction patterns for use by multiple teams
* Improved user task completion time by 75% with redesigned navigation and information architecture

**Consultant – Software Developer**, Pariveda Solutions August 2016 – August 2018

Developed mobile, web, and API products as a full-stack software developer across multiple industries.

**EDUCATION**

**University of Notre Dame**, BS in Computer Science, Supplemental Major in Theology (2016)

**SKILLS**

* **Product Management**: customer interviews, requirements writing, product roadmaps, stakeholder management, public speaking, coaching and mentoring
* **UX**: usability testing, user journey maps, personas, wireframing, prototyping, design sprints, design system
* **Tools and Frameworks**: JIRA, Azure DevOps, Agile/Scrum/SAFe, Sketch, Invision, Photoshop, Power BI
* **Software**: SQL, SSIS, Angular, C#, HTML, CSS, JavaScript, iOS development, python
* **Superpowers**: asking uncomfortable but important questions, getting others to ask questions, being the most excited person in the room, addressing the human part of everything, working through ambiguity
* **Interesting, personal things**: pianist and singer, 3-time half marathon finisher, improv comedian, non-profit volunteer, private tutor, international choir singer, theme party thrower, diversity and inclusion advocate