

ARON ZECKENDORF

TECHNICAL PRODUCT MANAGER

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(973) 978-9870

<i>Skills</i>	SQL Javascript, HTML, CSS Literacy JIRA Soasta Monitoring Tools Agile Development Splunk NetSuite Ping Pong	
<i>Experience</i>	Warby Parker Technical Product Manager	July 2015 — Present New York, NY
	Gathered cross-functional requirements for new SKU Catalogue	
	Modeled database for new SKU Catalogue	
	Managed team which replaced legacy SKU Catalogue powering E-Commerce website and all business tooling with new SKU Catalogue	
	Led daily standups and bi-weekly retrospectives with two teams of 5 engineers	
	Designed and implemented internal employee dashboard of performance metrics of home-grown CRM and ERP platform	
	Translated business/design requirements into achievable tasks for engineering teams	
	Warby Parker Business Analyst	August 2013 — July 2015 New York, NY
	Spearheaded company wide initiative to move from NetSuite ERP/CRM to homebuilt platform by gathering requirements, leading weekly update meetings, planning and assigning work amongst 20 engineers to move every team's internal tooling to new platform	
	Managed cross functional effort from start to finish - moved every team over in less than 6 months	
	Handled bug triage for entire organization. Investigated, prioritized and assigned out every bug reported by users or customers	
	Warby Parker QA Engineer	July 2012 — August 2013 New York, NY
	Created Selenium tests for e-commerce website to run daily	
	Designed and maintained UAT plan for e-commerce site and order fulfillment	
	Managed relationship with overseas, third-party testing service and prioritized bugs that were reported	
	Warby Parker Operations Associate	January 2011 — July 2012 New York, NY
	Created multi-shift scheduling for rapidly expanding team to cover additional service hours	
	Wrote email canned responses used by entire team in common situations	
	Handled escalated customer interactions	
<i>Education</i>	Clemson University Bachelor of Arts in Literature	December 2008 GPA: 3.70
<i>Hobbies</i>	Hiking Baking Cooking College Football Golf	