AUSTIN WALKER

Technical Product Manager | 0-to-1 Product Development | Compliance, AI, and Scalable Delivery

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PROFESSIONAL SUMMARY

Builder-PM hybrid combining technical fluency with product strategy to de-risk complex regulatory challenges and accelerate compliant product launches. Proven success leading multi-tenant SaaS platforms from concept to production in 9 months or less, with deep expertise in highly regulated environments.

KEY ACHIEVEMENTS

• **Identified market opportunity** to build next-generation SaaS platform incorporating AI automation and third-party network orchestration, then launched production platform in 9 months—delivering 150+ features with 95% on-time delivery and onboarding initial customers in first 3 weeks

• **Diagnosed critical regulatory and operational challenges** facing multi-state service delivery and independently navigated compliance certification while architecting multi-partner fulfillment network, third-party API integrations, and AI automation system reducing operational workload by 60%

• **Designed scalable content management architecture** supporting 514 products across 36 service categories with compliant data integrity, establishing foundation for multi-tenant SaaS platform serving enterprise clients nationwide

CORE COMPETENCIES & TECHNICAL SKILLS

Product Management: 0-to-1 Product Development • Product Roadmap Development • Agile/Scrum Leadership • Stakeholder Management • Technical Requirements Documentation • Cross-Functional Team Leadership • API Integration Strategy • User Story Development

Technical Skills: Ruby on Rails • JavaScript • React • Next.js • SQL/PostgreSQL • REST APIs • Git/GitHub • AWS • Docker • ML/AI Operations • System Architecture

Regulated Industries: Compliance Framework Design • Multi-State Regulatory Navigation • Third-Party Vendor Management • Data Security & Privacy (HIPAA, SOC 2) • Quality Assurance Systems

Tools & Platforms: JIRA • Confluence • ClickUp • GitHub • PostgreSQL • AWS

PROFESSIONAL EXPERIENCE

Product Lead & Technical Product Manager | Curious Office (Hedfirst/Teligant)

Remote | Sep 2024 – Sep 2025

Led product strategy across two concurrent initiatives: **Teligant Platform** (multi-tenant SaaS) as Technical Product Manager, and **Hedfirst** (remote service provider) as Product Lead for first platform implementation.

• **Identified market opportunity** for AI-enhanced service delivery platform and proposed building next-generation architecture—supported launch from concept to operations in 9 months, achieving compliance certification, 3-partner network integration, and first 25 customers onboarded in 3 weeks

• **Diagnosed critical workflow gaps** through user observation and shaped product roadmap addressing operational bottlenecks—delivered 150+ features including fulfillment orchestration system, third-party service integration, and subscription model driving new revenue streams

• **Identified 8-hour operational documentation bottleneck** and championed AI automation strategy, deploying integration that reduced manual workload by 60% while maintaining 92% accuracy

• **Co-led cross-functional team of 8** through 12 two-week sprints, achieving 95% on-time delivery rate and zero critical production issues

Solutions Engineer & Software Engineer | Onyx MP Growth (CompoundLive/Rugiet Health)

Austin, TX | Feb 2023 – Sep 2024

• **Identified deployment bottleneck** in enterprise client implementations (5-month cycles) and designed reusable integration frameworks—reducing deployment time to 5 weeks and enabling 4 successful enterprise launches

• **Led pre and post sales technical discovery sessions** with C-suite executives at 4 companies, translating complex compliance requirements into actionable roadmaps and contributing to 25% increase in deal closures

• **Diagnosed quality issues** in development process and championed agile improvements, increasing sprint velocity by 16% and reducing security-related bugs by 45%

Lead Instructor | LEARN Academy

Austin, TX | Apr 2021 – Feb 2023

• **Designed and delivered comprehensive full-stack curriculum** to 170+ students across 9 cohorts, achieving 95% satisfaction rate and 85% tech placement within 6 months

Team Leader | Philz Coffee

Southern California | May 2016 – Apr 2020

• **Co-led operations** across high-volume locations, managing teams of 5-10 and achieving 100% schedule adherence for 12 consecutive months

EDUCATION

Full Stack Web Development Certificate | LEARN Academy | 2020
 Core Technologies: React, Ruby on Rails, JavaScript, SQL, Git, PostgreSQL, RESTful API Development

Coursework in Religious Studies | California State University, Chico | 2009 - 2014

REFERENCES

Daria Smith | COO, Hedfirst | daria@hedfirst.com | (206) 501-0449

John Sanchez | Previously CTO at Onyx MP Growth | mail@johnsanchez.me | (808) 430-1804

Sagar Janveja | Previously VP of Operations, Rugiet Health | sagar.janveja@cadallas.com | (734) 674-4220