Rachel Kim

Senior Product Manager · B2B SaaS & Payments

rachel.kim@example.com | (415) 555-0108 | San Francisco, CA | linkedin.com/in/rachelkim-example

SUMMARY

Product manager with 8 years leading B2B SaaS and payments products from discovery to launch. Grew net revenue retention from 104% to 118% and launched an invoicing product that reached $9M in ARR in 18 months.

EXPERIENCE

Brightwave Payments Jan 2022 - Present

Senior Product Manager, Invoicing *San Francisco, CA*

- Launched an invoicing product from zero to $9M in ARR in 18 months, with 4,200 businesses sending invoices each month
- Led discovery with 60 customer interviews and usage data, cutting the roadmap from 14 bets to the 4 that drove 80% of revenue
- Raised invoice payment-on-time rates from 61% to 78% by shipping automated reminders and pay-by-link
- Led a team of 9 engineers, 2 designers, and 1 data scientist; set quarterly goals with Sales and Support

Fernway Software Aug 2019 - Dec 2021

Product Manager *Boston, MA*

- Owned the admin and billing area; grew net revenue retention from 104% to 118% by launching usage-based add-ons
- Redesigned onboarding with Design and Growth, raising activation from 28% to 41% of new accounts
- Defined the product metrics in Amplitude used by 5 product teams for weekly reviews

Lumen Analytics Jul 2017 - Jul 2019

Associate Product Manager *Boston, MA*

- Shipped scheduled report exports, cutting 'export' support tickets from 300 to 40 a month

EDUCATION

University of Michigan Sep 2013 - May 2017

B.S.E. Industrial and Operations Engineering *Ann Arbor, MI*

SKILLS

Product: Product strategy, Customer discovery, Roadmapping, Pricing, A/B testing, PRDs
Tools: SQL, Amplitude, Looker, Figma, Jira, Linear, Productboard