JULIAN MERCER

B2B SAAS PRODUCT OWNER

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PROFESSIONAL SUMMARY

B2B SaaS Product Owner with 6+ years managing backlogs, acceptance criteria, and release readiness for workflow and collaboration software at Atlassian, Zendesk, and Workday. Turns enterprise requests into sprint-ready work with measurable adoption goals.

PROFESSIONAL EXPERIENCE

Senior Product Owner Jan 2024 - Present
Atlassian, Austin, TX

- Own the backlog for a permissions and administration squad of nine engineers, delivering 22 enterprise features in eight quarters.
- Defined adoption targets for a bulk user-management tool used by 31% of eligible administrators within a quarter.
- Ran backlog health reviews each sprint with the product manager, keeping ready stories at two sprints of capacity or more.

Product Owner Jan 2023 - Dec 2023

- Wrote user stories and acceptance criteria with Support and Sales Engineering that cut rework found in QA by 28%.
- Prioritised customer requests by account value and usage, lifting delivery of top-ten admin requests from 40% to 80%.
- Led sprint reviews with product managers and customer advisors, gathering feedback that shaped three planned releases.

Product Owner Jun 2021 - Dec 2022
Zendesk, San Francisco, CA

- Managed backlog and release planning for ticket workflow automation, shipping every sprint with 95% commitment accuracy.
- Worked with Design and Research to test macros and trigger improvements, reducing agent setup time 19%.
- Triaged 150 customer feedback items each quarter into themes and shared a clear decision log with account teams.
- Coordinated release notes, training material, and support readiness for four major launches.

Business Analyst Aug 2020 - May 2021
Workday, Pleasanton, CA

- Gathered requirements from enterprise HR administrators and translated them into functional specifications for engineers.
- Validated new reporting features through user acceptance testing across 12 customer pilot accounts.
- Mapped current-state onboarding workflows and recommended four configuration simplifications.

CORE SKILLS

Backlog management | User stories | Acceptance criteria | Sprint planning | Release readiness | B2B SaaS | Enterprise requirements | Customer feedback | Jira | Confluence | Agile Scrum | Stakeholder management | UAT | Adoption metrics

EDUCATION

B.S. in Business Information Systems, University of Texas at Austin, Austin, TX

CERTIFICATIONS

Professional Scrum Product Owner I | SAFe Product Owner/Product Manager