

JULIAN MERCER

PRODUCT ASSISTANT MANAGER

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PROFESSIONAL SUMMARY

Product Assistant Manager with 5+ years of experience supporting discovery, requirements, analytics, and launches at Google, Adobe, and Canva. Turns customer feedback and product data into clear priorities while coordinating reliable cross-functional delivery.

CORE SKILLS

Product discovery | Requirements | User research | Product analytics | SQL | Backlog management | Acceptance criteria | Launch planning | Jira | Confluence | Figma | Looker | Competitive analysis | Stakeholder coordination | Agile

EDUCATION

B.A. in Business Administration, University of California, Irvine, Irvine, CA

CERTIFICATIONS

Certified Scrum Product Owner (CSPO) | Google Data Analytics Professional Certificate | Product School Product Management Certificate

PROFESSIONAL EXPERIENCE

Product Assistant Manager Google, Mountain View, CA

Jul 2023 - Present

- Supported backlog and launch planning for Workspace onboarding used by 640,000 monthly administrators, increasing setup completion 12% at scale.
- Synthesized 38 customer interviews and 4,600 support records into seven validated problem statements, three of which entered the roadmap at scale.
- Built SQL and Looker dashboards for activation and feature use, reducing weekly product reporting from nine hours to 70 minutes across subsequent roadmap reviews.
- Coordinated Design, Engineering, QA, Support, and Marketing for eight releases, improving on-time readiness from 78% to 94% for the next planning cycle.
- Wrote acceptance criteria and test scenarios for 54 stories, reducing clarification returns 26%.
- Maintained requirements traceability from customer problem through release validation, reducing reopened acceptance issues 33% without weakening customer guardrails.

Associate Product Manager Adobe, San Jose, CA

Jun 2021 - Jun 2023

- Analyzed trial onboarding for Creative Cloud, identifying a 19% setup drop-off and shaping two experiments that recovered 6 points at scale.
- Prepared competitive and customer briefs used in quarterly prioritization across four product areas.
- Maintained launch trackers and dependency logs for 11 releases with zero missed critical approvals.
- Partnered with Analytics to define events for 13 user journeys, increasing measurement coverage to 93%.
- Synthesized 18 usability sessions into ranked workflow changes adopted across two quarterly roadmap cycles.

Product Operations Intern Canva, Sydney, Australia

Jan 2020 - May 2021

- Standardized intake for 170 monthly product requests, reducing duplicates 29% and improving routing accuracy.
- Automated Jira release reporting, saving product leads 12 hours per month.
- Prepared user-feedback summaries for roadmap workshops across six collaboration features.
- Validated acceptance criteria for nine improvements, helping release with zero priority-one defects.
- Automated weekly launch-status reporting and risk reminders, saving the product operations team six hours per release.