JULIAN MERCER

PRODUCT MANAGER WITH 5+ YEARS OF EXPERIENCE

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Product Manager with 7+ years of experience across e-commerce, real estate, and collaboration software at Shopify, Zillow, and Atlassian. Owns mid-sized product areas end to end, from discovery and roadmap to launch and measurement.

PROFESSIONAL EXPERIENCE

Senior Product Manager Mar 2024 - Present
Shopify, Ottawa, ON

- Own the checkout settings area used by 600,000 merchants, and a simplified payment setup flow lifted completed setups by 14%.
- Set a three-quarter roadmap with two engineering leads and a design manager, trading off eleven candidate projects against a fixed team size.
- Launched a merchant tax-settings assistant after a six-week beta with 80 stores, cutting related support tickets by a fifth.
- Coach two newer product managers through quarterly planning and review their specs before they go to engineering.

Product Manager Jan 2022 - Feb 2024

- Shipped bulk editing for discount codes after merchant interviews showed owners were copying codes by hand, saving them hours per sale.
- Wrote a one-page metric tree for the discounts area and aligned the team on repeat-use rate as the guiding measure.
- Worked with data science on a holdout test that proved a redesigned discount form added revenue, then rolled it out to all stores.

Product Manager Aug 2020 - Dec 2021
Zillow, Seattle, WA

- Led the renter application experience, and a shorter form with saved details raised completed applications by 17% over six months.
- Partnered with legal and property managers to change income-verification steps without adding days to approval time.
- Synthesized 35 interviews with renters and landlords into a ranked problem list that set the next two quarters of work.

Associate Product Manager Jul 2019 - Jul 2020
Atlassian, San Francisco, CA

- Supported the Confluence templates team by writing specs, triaging customer feedback, and preparing release notes for five launches.
- Analyzed template usage by team size and found that smaller teams abandoned long templates, which led to a shorter starter set.
- Ran customer calls with eight admins about permissions and brought their top complaints to the product review.

CORE SKILLS

Roadmap ownership | Metric trees | Discovery interviews | Experiment design | Specs and PRDs | Prioritization frameworks | Stakeholder alignment | Mentoring | Launch management | SQL | Mixpanel | Looker | Jira | Figma

EDUCATION

B.A. in Economics, University of Waterloo, Waterloo, ON

CERTIFICATIONS

Pragmatic Institute Certified Product Manager (PMC) | Certified Scrum Product Owner (CSPO)