

JULIAN MERCER

PRODUCT OWNER

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PROFESSIONAL SUMMARY

Product Owner with 8+ years of experience translating customer and business priorities into deliverable backlogs at Microsoft, Salesforce, and Atlassian. Improves team flow, acceptance quality, release predictability, and measurable product outcomes.

PROFESSIONAL EXPERIENCE

Senior Product Owner Microsoft, Redmond, WA

Jul 2022 - Present

- Owned a prioritized backlog for Microsoft 365 administration workflows used by 1.4M monthly users, increasing task completion 16% across subsequent roadmap reviews.
- Converted research and telemetry into 96 testable user stories with explicit acceptance criteria, reducing clarification returns 37% for the next planning cycle.
- Sequenced dependencies across three engineering teams and two APIs, raising quarterly commitment delivery from 74% to 92% without weakening customer guardrails.
- Established discovery and refinement cadence with Design, Engineering, Support, and Security, cutting decision lead time 28% across priority product workflows.
- Defined release acceptance and outcome dashboards for 14 launches, reducing priority-one post-release defects 43%.
- Established quarterly outcome reviews connecting backlog investment to adoption, reliability, and support cost across five product areas with clear accountable follow-through.

Product Owner Salesforce, San Francisco, CA

May 2019 - Jun 2022

- Managed CRM automation backlog across 11 enterprise customer segments, increasing workflow adoption 21%.
- Prioritized accessibility and reliability debt using customer impact and effort, closing 88% of critical findings in two quarters across subsequent roadmap reviews.
- Partnered with Analytics to instrument 18 journeys, improving trusted product-usage coverage from 68% to 95%.
- Led sprint reviews with 32 customer-facing stakeholders and converted feedback into six roadmap adjustments.
- Introduced story-mapping workshops for cross-team initiatives, surfacing dependency and acceptance risks before sprint commitment for the next planning cycle.

Business Analyst Atlassian, Sydney, Australia

Aug 2016 - Apr 2019

- Mapped permissions and issue workflows for Jira administration, reducing setup-related support contacts 24%.
- Wrote acceptance criteria for 120 enhancements with a 94% first-pass QA acceptance rate.
- Built backlog health reporting that reduced stories older than two quarters 41%.
- Facilitated customer interviews and process mapping that shaped three globally released improvements.

CORE SKILLS

Backlog management | User stories | Acceptance criteria | Product discovery | Prioritization | Roadmapping | Sprint planning | Release planning | Jira | Confluence | Product analytics | Stakeholder management | Agile | Scrum | Outcome measurement

EDUCATION

B.B.A. in Information Systems, University of Wisconsin-Madison, Madison, WI

CERTIFICATIONS

Certified Scrum Product Owner (CSPO) | Professional Scrum Product Owner I | ICAgile Product Ownership