JULIAN MERCER

TECHNICAL PRODUCT ASSISTANT MANAGER

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PROFESSIONAL SUMMARY

Technical Product Assistant Manager with 2+ years supporting API and platform products at Twilio and Postman. Translates engineering constraints into clear requirements, maintains documentation and backlogs, and helps product managers coordinate releases.

PROFESSIONAL EXPERIENCE

Technical Product Assistant Manager Jan 2025 - Present
Twilio, San Francisco, CA

- Support an API platform product manager by grooming a 120-item backlog and preparing weekly sprint planning inputs, so engineers start each sprint with ordered, estimated stories.
- Wrote developer-facing release notes and migration guides for six API updates, reducing related support tickets 15% as partners upgraded without waiting on answers.
- Analysed API usage logs in SQL to identify five endpoints with high error rates, informing two reliability fixes that engineering shipped within the following quarter.
- Coordinated beta feedback with 18 partner developers and organised issues by severity for engineering triage, so the most disruptive problems were fixed before general release.
- Maintained roadmap and dependency tracking in Jira, flagging three cross-team conflicts before sprint commitments and giving the product manager time to resequence work.
- Drafted requirement documents covering authentication, rate limits, and error handling that senior engineers reviewed, then tracked each open question to a written decision.
- Audited API reference pages against live behaviour and filed 28 documentation fixes that engineering resolved within a quarter.

Product Operations Intern Jun 2024 - Dec 2024
Postman, San Francisco, CA

- Mapped the API onboarding journey from docs to first request and proposed four fixes for the collections experience.
- Compiled competitor feature comparisons for API testing tools that informed a quarterly planning discussion.
- Built a feedback database of 300 community and support comments tagged by theme and product area, giving the platform team a searchable view of recurring developer problems.
- Tested new workspace features against acceptance criteria and logged 42 defects with reproduction steps and owners before general release, helping the team hold its launch date.
- Prepared slides on adoption trends for internal reviews using data from Amplitude and company dashboards, showing which onboarding steps lost the most new developers.
- Helped run developer interviews and shared concise summaries with the platform product team, highlighting the three questions new users asked most before sending their first request.
- Documented the trial-to-paid workspace upgrade path and found three unclear screens, which designers revised before the next release.

CORE SKILLS

API fundamentals | Technical documentation | Backlog management | SQL | Requirements writing | Release coordination | Developer feedback | Jira | Postman | Amplitude | Agile delivery | Dependency tracking | Data analysis | Stakeholder communication

EDUCATION

B.S. in Computer Science, Georgia Institute of Technology, Atlanta, GA

CERTIFICATIONS

Scrum Alliance Certified ScrumMaster