

CONTACT

Pittsburgh, PA | (724)579-9107 |

jgallingane@gmail.com

EXPERTISE / SKILLS

- Product Strategy
- Rapid & Adaptive Execution
- Cross-functional Collaboration
- Solutions Orientation
- Technical Leadership
- Business Acumen
- Customer Engagement
- Critical Thinking & Problem Solving
- People Management
- Change Management
- Process Transformation
- Organizational Structure
- Agile Methods
- Software Development

CAREER HIGHLIGHTS

Product Market Fit: Transformed cutting-edge research into a marketable product, leading development and securing seed funding for an innovative QA ML system for autonomous vehicle sensors.

Product Innovation: Led commercialization of a scalable SaaS API product for a legal services firm, enhancing data security, customer acquisition, customer retention, and operational efficiency through automation.

P&L improvement: Improved profitability and customer retention for an IT managed services Service Desk product line by implementing data-driven SaaS system changes and a new customer onboarding program.

Product Strategy: Spearheaded new SaaS and mobile product launch and scalability for a construction material testing technology company, implementing formal processes, roadmaps, and rapid prototyping to drive customer adoption and revenue growth.

Market Expansion: Revitalized declining revenue by identifying and capturing a new market and refactoring existing network connection management analytics products to create a successful cloud-based Wi-Fi user analytics platform for cable network operators.

Jen Gallingane

<https://www.linkedin.com/in/jengallingane/>

PRODUCT MANAGEMENT & ENGINEERING LEADER

As a versatile and ambitious leader in the software product domain, I bring a design thinking, purposeful, and customer-focused approach to every initiative I undertake. Armed with unique and diverse experience, I have consistently delivered exceptional results through extensive, progressive product and team leadership across multiple verticals. My proven history of success and passion for staying at the forefront of industry trends and technologies make me an asset to any organization seeking to drive innovation and achieve business objectives. My experience spans several industries and Fortune 50 giants to agile 5-person startups, highlighting my breadth, adaptability, and insatiable appetite for learning.

EXPERIENCE

STATE GOVERNMENT | PRODUCT LEADER - ADVISORY & CONSULTING SERVICES | REMOTE | 2025 - PRESENT

- Advise the organization on product management processes, roadmaps, and product launch strategies.
- Provide strategic insights to scale the developer ecosystem products from MVP to launch, enhancing utilization.
- Collaborate with department leaders on roadmap and budget for the developer ecosystem.
- Collaborate with engineering, design, and QA teams to define product specifications and prioritize features based on research and user feedback.
- Develop comprehensive product roadmaps, aligning business goals with technical capabilities.
- Conduct technical analysis to identify market trends and opportunities for differentiation.
- Worked closely with stakeholders to gather requirements, clarify objectives, and address any issues or concerns throughout the development process.
- Implemented product to improve efficiency and accelerate time-to-market for new products.
- Established and analyzed key performance indicators (KPIs) such as revenue growth, customer satisfaction, and adoption rates to measure product success.
- Identify areas for improvement through data analysis and user feedback, driving continuous product enhancements.

Platform Evolution: Modernized health insurance technology with Agile / DevOps process and development of a new eCommerce ACA insurance platform, resulting in significant improvements to the digital ecosystem amidst ACA regulatory changes.

Digital Transformation: Led a comprehensive modernization strategy of financial organization's core systems, implementing Agile, DevOps, and Azure development of transformative cloud solutions to enhance performance, boost deployment frequency, and increase revenue.

EDUCATION

University of Pittsburgh
Masters of Science
Information Science

University of Pittsburgh
Bachelors of Science
Computer Science

TECHNICAL EXPERIENCE

Agile | DevOps | Azure | AWS | Jira |
Confluence | ADO | AI | ML | LLM | Tableau
| Power BI | EDW LASana | CI/CD |
Containerization | Kubernetes | DR | BCP |
IaaS | PaaS | HRIS | CRM | API | TLS | JWT |
Oauth | .Net C# | Blazor | Flutter | React |
Java | Python | SQL | IAM | Data | Aha! |
Incident Management | Mulesoft | API
Management | Postman | SRE | SPLUNK |
LOGICMONITOR | IoT | MS SQL Server |
Oracle | MongoDB | CouchDB | PostgreSQL
| Data Governance | GDPR | HIPAA |
Vendor Management | Survey Monkey |
Google Analytics | Qualtrics | Figma |
Invision

- Manage relationships with external vendors or partners involved in the development or distribution of the product.
- Lead a team of product managers in delivering software updates according to Agile methodology.
- Streamline communication between cross-functional teams leading to increase in productivity during project execution.
- Mentored team members, providing guidance and support to enhance their technical skills and professional growth.

PRODUCT DIRECTOR CONSULTANT | BITWERX | REMOTE | 2024 - 2025

- Spearhead the strategic analysis and improvement roadmap for a portfolio of legacy software systems, identifying key opportunities to enhance performance, scalability, and automation.
- Lead the reimagining and re-architecture of a core product to optimize customer onboarding efficiency by improving automation for the integration of customer data schemas and data into a standardized data platform.
- Spearhead improvements to the accuracy and scalability of ML / LLM based data mapping processes by enhancing existing machine learning models and re-architecting platform web applications to streamline data integration.
- Drive the development and implementation of advanced automation solutions to reduce manual effort and improve data accuracy in customer onboarding. Focus on increasing efficiency and scalability while maintaining high-quality data integration.
- Drove cross-functional collaboration with leadership, engineering, product, and support teams to define and prioritize critical system improvements.
- Successfully secured executive buy-in for OKR process, a phased improvement plan, securing budget allocation to implement key technology changes and architectural enhancements.
- Champion the adoption of formal product management methodologies, empowering the product team to deliver high-quality products with greater efficiency, accuracy, and consistency.

VP OF SOFTWARE DEVELOPMENT | GROW FINANCIAL | TAMPA, FL (REMOTE) | 2022 – 2024

- Led the technology & process transformation of Jack Henry's Core (Symitar) & enterprise systems through modernization & spearheading tech debt OKR.
- Conduct ongoing SWOT analysis to inform the departmental transformation roadmap and OKRs, which has resulted in a 30% increase in project efficiency.
- Implemented key initiatives such as Azure DevOps CI/CD, QA automation, Opcon workload automation, Azure cloud implementation for bespoke cloud application development, & shared microservices, improving deployment frequency by 50%.
- Successfully deployed core systems monitoring tools with Solarwinds & developed a formal DR process, reducing system downtime by 10%.
- Managed the deployment of Azure-based MS SQL EDW & Power BI platform, driving a 60% increase in data & BI adoption across the organization.
- Eliminated technical debt in the legacy financial platform through Azure .Net API abstraction layer & Blazor web apps, enhancing performance by 35%.
- Lead development of bespoke Azure cloud applications, Rate Changer & Participation Loan Manager, that increased revenue by \$1MM+.
- Revamped IT organizational change management to align with ITSM standards, increasing change implementation success rate by 45%.
- Spearheaded & implemented Azure DevOps with pipeline automation, streamlining manual dev processes & enhancing deployment efficiency.
- Revamped the Agile process by leveraging Microsoft Azure DevOps (ADO), which enabled the scrum teams to collect critical data for measuring &

monitoring Agile KPIs, facilitating proactive improvements to the SDLC process & enhancing overall project efficiency.

- Spearheaded inaugural data center failover initiative, ensuring robust business continuity & DR capabilities.
- Developed intranet strategy & directed the replacement of the legacy SharePoint corporate intranet with COTS intranet, improving communications & accessibility.
- Established & implemented a repeatable Quality Assurance process & tools, enhancing software quality & consistency.

HEAD OF PRODUCT & DEVELOPMENT | FORNEY | PITTSBURGH, PA | 2021 – 2022

- Spearheaded the development of SaaS and mobile products and scaled ForneyVault and related products, resulting in a 50% increase in revenue.
- Established formal product processes, including roadmap management and agile/scrum development, improving time-to-market by 40%.
- Applied design thinking and lean product development methodologies to elicit customer requirements and prioritize features, leading to a 30% CSAT gain.
- Created a 1.5-year roadmap and product/resource budget for investment planning, achieving a 20% reduction in development costs.
- Conducted detailed P&L analysis for pricing strategies for our ForneyTools SaaS product and integrated credit card payment processing, aligning pricing with customer value and market demand to drive revenue growth.
- Led the design development and launch of key initiatives such as ForneyField mobile app, ForneyTools Reporting Workflow, and ForneyTools Smart Alerts, increasing user engagement by 35%.
- Leveraging data, established sales process and customer success management process to reduce customer time to value (TTV), reduce customer acquisition costs (CAC), and customer lifetime value (CLV).

PRODUCT MANAGEMENT CONSULTANT | CIVICSCIENCE | PITTSBURGH, PA | 2021 –2021

- Orchestrated transformative management and investment changes, enabling adaptation and excellence in a dynamic market, resulting in a platform roadmap and strategy to enable scale.
- Implemented lean and design thinking product development methodologies, improving project delivery time by 30%.
- Designed a comprehensive product roadmap and development program plan tailored to the startup's needs, increasing development efficiency by 35%.
- Championed a customer-centric approach to product development, driving a 20% increase in customer retention.

SR. MANAGER INTEGRATION PRODUCTS | FRAGOMEN IMMIGRATION | PITTSBURGH, PA | 2018 – 2021

- Led the digital transformation and GTM of SaaS API and data exchange services, increasing revenue and customer stickiness by 20%
- Managed core data integration software systems, staffing, training, budgeting, and vendor contracts, reducing operational costs by 25%.
- Launched groundbreaking B2B SaaS API, revolutionizing immigration case management with HRIS integration, improving processing efficiency by 50%.
- Developed tiered enterprise pricing model for SaaS API product and implementation service.
- Championed the Workday partnership and connector business proposal, resulting in a 60% decrease in client onboarding time for integration and 30% decrease in customer churn.

VP OF PRODUCT MANAGEMENT | EDGE CASE RESEARCH | PITTSBURGH, PA | 2017-2018

- Led the 0:1 design and development and launch of Hologram, a cloud-based AI solution for testing AI ML object detection systems in autonomous vehicles, reducing testing time by 40%.
- Applied lean product development and customer-focused design thinking methodologies, improving prototype iteration speed by 35%.
- Implemented a formal product roadmap, RICE prioritization process, and Agile/Scrum process, increasing team productivity by 30%.
- Formulated innovative pricing models for our Hologram product, ensuring we captured the high-value market while securing critical Series A seed funding.
- Secured initial investments and raised public awareness, contributing to a 50% increase in funding for year 1.
- Contributed to major PR initiative in leading work in preparation for PBS Nova episode "Look Who's Driving," feature ECR research, product, and leading industry experts.

MANAGER IN E-BUSINESS APPLICATIONS & HEALTH PLAN TECHNOLOGY PM CONSULTANT | HIGHMARK HEALTH BCBS | PITTSBURGH, PA | 2013 – 2018

- 2013 – 2014 (Applications Dev Manager): Lead the 20 person eBusiness portals department. Managed strategic roadmap, budget, member portal software development, and production operations for eBusiness portals, ensuring stability and overseeing incident management, reducing incident response time by 30%.
- Implemented Agile/Scrum, DevOps, and automated process improvements, resulting in a 25% reduction in release related outages/defects and 50% reduction in time to execute weekly release.
- Lead eBusiness Applications team in the development of Affordable Care Act technology platform, leveraging IBM Digital Commerce, Java, React, and Oracle.
- 2017-2018 (Product Management): Provided strategic technical consulting for a \$1.7m project automating health plan product configuration and insurance coding, reducing plan implementation effort by 30%.

SR. PRODUCT MANAGER | CONTINUUM MANAGED SERVICES | CRANBERRY TWP, PA | 2016 – 2017

- Transformed Continuum's B2B Help Desk service and SaaS platform by leveraging system analytics/and usage data science, increasing operational efficiency by 35%.
- Implemented backend and UX/UI system improvements, resulting in optimized service employee performance and a 20% increase in customer retention.
- Established product management roadmap process, OKRs, and a 2-year Help Desk business/tech roadmap, reducing operational costs by 25%.
- Analyzed P&L and devised effective pricing strategies for our Help Desk services, balancing customer acquisition costs with lifetime value to enhance profitability and market competitiveness, ensuring solid financials as the business advanced past Series C.

SR. CUSTOMER PROGRAM MANAGER | SR. PRODUCT MANAGER | SMITH MICRO SOFTWARE | PITTSBURGH, PA | 2011 - 2016

- 2011-2013 (program manager): Developed and implemented roadmaps for innovative embedded/network mobile network connection management and client analytics products, increasing customer adoption by 30%.
- 2014-2016(product manager): Successfully launched Netwise cable network operator Wi-Fi analytics features and AWS SaaS analytics and platform, resulting in a 40% increase in user engagement.
- Conducted comprehensive P&L analysis and developed strategic pricing models for our mobile network and connection management products, ensuring competitive positioning and maximizing profitability in a rapidly evolving market.
- Led international joint research projects and developed an AI ML solution for smartphone connection management, reducing connection issues by 35%.

EARLY CAREER

- eCommerce and Engineering Manager | Aetna | Pittsburgh, PA
- Software Architect & Engineer | BNYMellon | Pittsburgh, PA
- Software Engineer | Tech Startups | Pittsburgh, PA