

Chris McGaughey

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User Focused • Cross-Functional Collaboration • Operations Management • Data-Driven Analysis

Professional Summary

Strategic collaborator with a proven record of delivering innovative solutions across software development, marketing, and design. Successfully launched digital platforms engaging over 50,000 users and empowering creators through intuitive self-service tools. Skilled in improving operational efficiency, aligning diverse stakeholders, and facilitating international collaboration to drive impactful business outcomes.

Skills

Product Discovery • Stakeholder Partnerships • Roadmap Management • SDLC Management • Distributed Team Management • Product Strategy • Risk Management • Market Research • AI Integration • Product Design • Problem Analysis • Mobile Development • Javascript • SQL • Figma • Jira

Experience

TuneGO

Product Manager (September 2022 - November 2024)

- Implemented an internal CMS, saving 6+ hours for bespoke creator drops, event drops, and enhancing reporting for executive use.
- Developed data visualizations of product and revenue metrics that provided key KPIs for leadership, directly informing business strategy and playing a critical role in successful fundraising efforts.
- Led multi-national teams to maintain roadmaps, manage backlogs, oversee release cycles, and address communication gaps, effectively communicating project needs to executive leadership to ensure alignment with business goals.
- Streamlined SDLC workflows using AI tools in Jira, creating automated notifications for critical issues and task updates following code reviews, improving team efficiency.
- Conducted user interviews and market research to identify UX challenges, leading to actionable proposals that improved usability and clarity. My role focused on enhancing internal tools by resolving user confusion and refining the UI/UX of bespoke tools.
- Enhanced stakeholder alignment by implementing Jira Product Discovery to centralize insights and highlight priorities.
- Simplified development workflows, reducing marketing's involvement in product copy updates while maintaining alignment with brand messaging by using AI tools like ChatGPT.

QA Analyst (April 2020 - September 2022)

- Evaluated test automation tools, resulting in a reduction of 1 hour per regression test cycle.
- Developed and executed manual and automated test cases, analyzed results, and documented bugs, reducing production environment errors for web and mobile applications.
- Recommended enhancements to executives to improve the user experience in our content management tool for artists based on tester feedback.

Walt Disney World

Data Analyst (July 2019 - November 2020)

- Conducted audits to ensure accurate employee pay.
- Reported scheduling and pay software errors to improve SQL queries and help improve audit efficiency.
- Provided pay support for Walt Disney World leaders and employees by phone and email.

Education

Bachelors of Arts, Philosophy, Georgetown College, Georgetown, KY

Certifications

- [Skiplevel Program: Fundamentals of Software Training](#) (Completed July 2023)
- [Path2Product](#) (In Progress)