

# Iris Spik

## Design Portfolio

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### PROFESSIONAL SUMMARY

Experienced Product Manager transitioning to Product Design, with a solid foundation in user research, UX design, and interaction design. Skilled in crafting intuitive end-to-end user experiences across analytics, machine learning, and data manipulation products. Adept at collaborating with cross-functional teams to deliver innovative design solutions, with a focus on user experience, usability, and product strategy.

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### SKILLS

**Design Tools:** Balsamiq, Figma, Axure

**Design Skills:** Wireframing, Prototyping, Interaction Design, User Research, Usability Testing, Competitive Research, Market Research

**Product and Project Management:** Pragmatic Certified Product Manager, Agile Methodologies, Certified Scrum Master, JIRA, Trello, Confluence, Project Management, Team Management, Risk Management

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### WORK EXPERIENCE

#### Amazon.com, Inc.

Remote  
4/22-6/24

##### Product Manager Technical, Analytics & Machine Learning

- Proposed, researched, designed, developed, validated, and launched automated anomaly trend detection machine learning product, enabling predictive issue detection and eliminating reactive problem solving for customer teams (est. 2000 hour yearly investment)
- Led discovery and user research efforts (interviews, surveys, and usability tests) to inform design of 15+ product suite, ensuring user needs were integrated into product solutions
- Designed wireframes, mockups and interactive prototypes in Figma, Axure and Procreate to bring design concepts to life
- Developed product-suite wide style guide to ensure excellence and consistency in design
- Collaborated cross-functionally with product, engineering, and customer teams to ensure consistent and intuitive design across product suite

#### Wise Systems, Inc.

Boston, MA  
1/21- 4/22

##### Product Manager II, Plan, Learn, and Data Products

- Partnered with UX/UI designers to refine design prototypes and UI flows for Plan, Learn and Data products, ensuring an end product that solved user problems efficiently
- Led user research for Plan, Learn and Data products, guiding product design and improving end-to-end UX for multiple products
- Defined product roadmaps based on market research and user feedback, collaborating across teams to ensure successful feature design and delivery
- Collaborated to streamline product processes, creating escalation pathways, and socializing agile methodologies
- Mentored Associate Product Managers in best practices for prioritization, communication with stakeholders, cross-functional collaboration, and user research
- Promoted from Product Manager I to Product Manager II

#### Eze Software, Eclipse

Boston, MA  
4/19-12/20

##### Product Manager, Modeling, Analytics, and Data Streaming

- Designed and refined user interface for a highly complex data streaming product, ensuring user-friendliness and effective data presentation
- Led product discovery and research efforts to identify user need in Modeling and Analytics workflows, then collaborated with engineering and design to develop intuitive, visually appealing solutions
- Effectively communicated business value and client use cases to engineering, leading to launch of three major milestone Modeling features in 2020
- Coordinated communication and deployment across 5 engineering teams and client services, resulting in smooth launch of product-wide currency enhancement

## Project Manager

- Served as Scrum Master for 2 engineering teams, facilitating agile adoption and coaching best practices by leveraging industry knowledge and community of practice
- Conducted user research, wrote requirements for, and delivered high priority client health dashboard to senior leadership across the client success, product, engineering and program management organizations
- Identified, created and implemented process improvements, successfully implementing a program-wide onboarding process that decreased onboarding time from 90 days to 30 days
- Coordinated communication across the trading platform, collaborating with Engineering and Product leadership to implement improvements

## Amazon.com, Inc.

Boston, MA

6/16-4/19

### Operations/Product Manager, Alexa Data Services, Rapid Machine Learning Prototyping Team

- Partnered with customers to understand data annotation challenges, develop requirements, and propose solutions, resulting in gain of 15+ internal customers over 8 months
- Prioritized work and coordinated delivery of data annotation product, driving customer satisfaction rating of 4.8/5
- Drove consistent communication of product and business vision while scaling from 8 to 53 associates
- Promoted from Team Manager, Rapid Machine Learning and Prototyping Team

### Team Manager, Alexa Data Services, Rapid Machine Learning Prototyping Team

- Single threaded owner of highly visible, new data processing product- managed timelines, product delivery work and reporting on throughput and quality
- Oversaw large teams (25+) to meet service level agreements, with a 99.87% on time delivery rate
- Coached reports on long term development, leading to promotion of 13 associates to senior associates

### Area Manager, Fulfillment Operations

- Ensured operational efficiency by managing and communicating with large groups (200+) and internal stakeholders
- Made high impact decisions in ambiguous situations, maintaining 98% delivery success rate for 180k+ packages per day
- Recognized by regional leadership for the organization and execution of several events contributing to local community

## EDUCATION

**Bachelor of Science, Information Systems**

May 2015

**Bachelor of Science, Marketing**

GPA: 3.75

University of Maryland, College Park

Robert H. Smith School of Business