

AUTUMN WILLARD

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SUMMARY

Technical product manager and hands-on builder. Shipped an AI product from concept to funded development after user research identified review time as the dominant pain point; built an internal AI suite of 10 workflows and 7 dashboards used daily by four engineering teams; cut severe defects ~85%. Technically fluent in SQL, C#/.NET, and REST APIs.

PROFESSIONAL EXPERIENCE

Technical Product Owner

Libra Solutions

12/2025 - Present

- Own the product and release lifecycle for MoveDocs, a B2B SaaS document management platform serving external customers: translating customer needs into engineering specifications, coordinating cross-system dependencies, and leading go/no-go decisions across all release candidates. Write specs by investigating the codebase and database directly, cutting ambiguity and back-and-forth with engineering.
- Identified a process gap letting severe defects ship, then designed a pre-regression risk review and built a Claude-based agentic workflow to run it. Severe defects fell ~85%; off-cycle hotfix releases dropped from 4+ per week to 0-1.
- Built and maintain an internal AI suite of 10 reusable workflows and 7 dashboards used daily by four engineering teams, including release readiness, routing unplanned work by team capacity, sprint metrics (75% less reporting time), change-request summarization, and defect root-cause analysis. Each pulls from source systems directly and flags uncertain items for human review before acting.
- Surfaced issues leadership had no visibility into: 68 merged items in one release never tagged to it, 120 in-progress items with no team assigned, and 3 features marked complete in the tracker that had never been built.
- Analyzed ~200 defects across ~2,100 code changes, built a root-cause bucket chart, and ranked 8 preventive fixes, the top 4 addressing ~70% of defects studied.

Product Manager & Software Engineer

Idaho National Laboratory

(HR Title: Document Control Specialist)

11/2022 - 12/2025

- Proposed and owned an AI product from concept through funded development: mapped compliance review teams' processes and requirements, modeled them in flowcharts to confirm accuracy, then designed an AI screening tool that categorizes document content and routes submissions so reviewers see only what requires human judgment.
- Authored the evaluation plan defining how the AI would be validated before teams relied on it, plus UI specifications for the end-user experience. Built the business case that secured executive sponsorship for a multi-phase build projected to save \$1M+ annually.
- Created the AI integration roadmap for the full compliance department (Supply Chain Risk Management, Export Control, and Privacy Program), meeting each team's leadership to identify pain points and define targeted AI solutions.
- Redesigned the expedited review process, which ran on loose email with no standard intake or tracking. Introduced standardized, trackable intake with automated routing so high-priority reviews completed faster and were less likely to be missed, reducing information-security risk. Delivered \$175K+ in measurable savings; scoped a next phase to integrate the request into the core system.
- Managed the product backlog for two enterprise .NET/C# applications serving 2,000+ researchers, reviewers, and compliance stakeholders across the national laboratory system, prioritizing features and technical debt in Jira and Azure DevOps.

- Architected full-stack solutions spanning SQL Server databases (T-SQL), RESTful APIs, C# backend logic, and front-end interfaces (HTML/CSS/JavaScript/Razor).

Founding Product Manager & Design Lead

Tech Handoff

10/2021 - 11/2022

- Defined and pitched strategy to reposition the company's target market from local small businesses to mid-size firms with budget flexibility but no in-house design or development teams, after identifying that small clients couldn't sustain paid services. The company adopted the pivot and still targets this segment.
- Owned product direction and design end to end as the startup's sole product and design lead: decided what to build and why, broke large client requests into scoped deliverables, set priorities with the founder and developer, and ran client feedback and revision cycles through launch.
- Launched client websites: defined page structure and content hierarchy, built interactive Figma prototypes, and handed them to the developer for build.
- Repositioned a custom-leatherwork brand from small, low-cost goods to premium bespoke work, then carried that decision through the logo, print ads, and website prototype. Pitched truck magnets to a snow-plow client beyond the brand guide they had requested; designed and ran print magazine and Facebook ad campaigns.

EDUCATION

M.S. Computer Science (HCI Specialization)

Western Governors University

In Progress, Expected Graduation 12/2026

B.S. Software Engineering

Western Governors University

Graduated 08/2024

SKILLS

Product Management: Product Roadmapping · Requirements Elicitation · Product Strategy · User Research · Stakeholder Management · Prioritization · KPIs & OKRs · Usability Testing · User Acceptance Testing · Backlog Management · Jira · Agile/Scrum

Technical: Claude AI · Prompt Engineering · AI Workflow Automation · Agentic Workflows · LLM Integration · C# · .NET Core · ASP.NET MVC · JavaScript · SQL Server · T-SQL · RESTful APIs · Docker · Linux · Power Automate · Figma