

# LAUREN MORRIS | MAVERICK LEADER

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## PROFESSIONAL SUMMARY

It used to be funny...now I work in tech! With over 20 years of experience, I am a self-starter who can identify opportunities and provide solutions while navigating complex challenges. My greatest achievement was teaching my kids to spell using only curse words!

## TOOLS

- ✓ Miro, HotJar, Split, Guru, & LogRocket
- ✓ UX Research and Design
- ✓ Whimsical, Notion, Looker, & Maze
- ✓ Communication, Strategy, Research

## PROFESSIONAL EXPERIENCE

### CommonLit, Inc.

#### Head of Product Operations | 2022 - Present

- Led the establishment of the product operations team, building it from scratch to a fully functioning and productive unit.
- Oversee product operations and cross-functional teams
- Develop and implement product strategy and roadmap
- Collaborate with product managers, engineers, designers, and other stakeholders to ensure the timely delivery of high-quality products
- Manage budgets, resources, and timelines for product initiatives
- Develop and maintain product documentation and training materials
- Stay up-to-date on industry trends, technologies, and best practices to drive innovation and competitive advantage

### CommonLit, Inc.

#### Product Manager | 2020 - 2022

- Led 5 cross-functional teams through product conception, launch, and multiple iterations, resulting in a 40% increase in user engagement.
- Improved UX measures by 25% through increased user feedback collection, synthesis of solutions, and more frequent iteration of customer needs.
- Designed product mock-ups and prototypes and developed and maintained product documentation.
- Determined metrics that matter to the success of the product based on qualitative and quantitative data.
- Defined user stories and acceptance criteria based on customer input and feedback.

## EDUCATION

**Simmons College** | Master's of Science, Library and Information Science

**Rollins College** | Bachelor's of Arts, Sociology

## CERTIFICATIONS\*

- Product Operations Certified, Product Led Alliance
- Digital Product Management, Modern Fundamentals, Professional Certificate, University of Virginia
- Learn UX/UI Design, Professional Certificate
- Project Management Certificate, Google
- Accessibility: Disability Etiquette, Overview of WCAG, Global Laws, eSSENTIAL Accessibility
- The Marketing Seminar, Certificate, Marketing/Business Administration

\*Full up-to-date list found at: <https://www.linkedin.com/in/lauren-morris/details/certifications/>