

Michael McGrail

Sysco Labs

Product Manager (Nov 2016- Present)

Sysco is the world's largest food distributor with 400,000+ customers. Reversed trend of long development cycles and unsatisfactory products by introducing an Agile and customer-centric approach that delivers products that our customers love.

- Joined a newly created team within Sysco responsible for design and launch of products related to the online shopping journey.
- Defined a MVP product that would send orders directly to the operator's point of sale (POS) and later launched it three months in advance of original date using lean product development principles.
- Took over an existing mobile 'Inventory' product, conducted onsite interviews with clients, identified key performance metrics (KPIs), and implemented a means of measuring. Led pivot to focus on existing users and features based on KPI scores.
- Conducted onsite interviews with food truck operators in the Austin area and identified problems with the online ordering process. Assessed opportunities and pitched an idea to streamline the process by integrating with the CAKE POS.
- Evangelized Agile software development principles and reduced the number of status meetings by over 25%.

HotSchedules

Product Manager (Oct 2011-Oct 2016)

HotSchedules is a leading labor management solution within the restaurant industry. Improved existing web and mobile products used by 1.5 million restaurant employees to manage their schedule and then pivoted to own and create the flagship hiring products.

- Led hiring product line strategy and added 2+ million in new annual revenue by working across multiple product verticals to improve an acquired product called GoHire and then launching HotSchedules Recruit using Agile SDLC.
- Aligned GoHire with HotSchedule's restaurant focused strategy and matched thousands of job seekers with employers.
- Discovered and assessed a new opportunity to match employers and job seekers via referrals, defined a MVP product, validated it via user testing, and then collaborated with development team to launch HotSchedules Recruit.
- Introduced Scrum to the GoHire team and led the various ceremonies to increase releases from once to twice a month.

MAXIMUS

Systems Analyst (Aug 2007- Oct 2011)

MAXIMUS is a leading provider of business process services to government health and human services agencies.

- Streamlined enrollment of 1+ million Texans in need of assistance by leading enhancement requests to the MAXe-IE web application used by 250+ internal staff to manage and organize eligibility and enrollment forms to state sponsored benefits.
- Collaborated with Health and Human Services representatives to turn rough feature requests into detailed product requirements.
- Communicated their final planned state throughout the organization and trained staff on feature details.
- Evaluated existing user experience and assisted with a redesign effort which decreased document processing time by 20%.

Projects and Skills

RoadWarriors: Discovered target persona, designed a prototype, and pitched an idea to build a mobile app to assist fans traveling to live events to three other developers. Launched an iOS and Android app and have acquired 200+ installs.

Product Management, Product Development, Google Analytics, Mixpanel, SQL (some), Python (some), InVision

Education and Certifications

Udacity- Introduction to Computer Science

May 2017

Udacity- Tech Entrepreneur Nanodegree

Aug 2016

PMI Agile Certified Practitioner

May 2014

Certified Scrum Master

Aug 2012

Certified Project Management Professional (PMP)

Aug 2011

University of Virginia- Economics and Political Science, B.A.

Honors and Activities

Team Member of the Quarter Award (2013 and 2014): Recognized by my peers across the organization for the results of my work while managing both GoHire and HotSchedules Recruit.

Wahoowa Entrepreneurs: Mentor undergraduate University of Virginia students who are interested in entrepreneurship and software development. Offer advice based on own experience and answer any questions they may have regarding the software development lifecycle.