



JORDAN PLANK

Kirkland, WA

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PERSONAL SUMMARY

Product Manager | AI, SaaS Platforms, Integrations & Public Safety Technology

Product Manager and Product Leader with experience delivering mission-critical public safety software used in 52 countries. Led the growth of an AI-powered training platform to \$2M ARR, modernized legacy platforms, and partnered with engineering teams to deliver scalable SaaS, integration, and platform solutions. Known for translating customer needs into actionable product requirements, managing complex backlogs, and driving execution from discovery through launch.

SKILLS

- Product Strategy & Roadmapping
- Revenue & GTM Strategy
- AI Product Development
- Platform Modernization
- API Integrations
- Jira & Azure DevOps
- Cross-Functional Leadership
- SDLC, Agile, and Six Sigma
- OKRs and KPI Tracking
- LLM Enabled Features

PRODUCT EXPERIENCE

Group Product Manager / Priority Dispatch Corporation - Salt Lake City, UT

02/2025 – 05/2026

- Owned product strategy, roadmap execution, and delivery for three mission-critical emergency dispatch applications serving customers across 52 countries
- Led CI/CD transformation across three product lines serving millions globally, increasing release velocity by 40% and reducing defects by 30%
- Initiated key performance metrics, including cycle times and lead times, across product teams, resulting in a 15% reduction in delivery time and improved visibility into process bottlenecks
- Improved operational excellence by streamlining release processes, reducing support response times by 20%, and achieving ISO alignment, resulting in higher customer satisfaction and enhanced product reliability

Product Manager / Priority Dispatch Corporation - Salt Lake City, UT

11/2024 - 02/2025

- Delivered AI Emergency Call Simulation application accounting for over \$2 million ARR in the first year
- Led modernization efforts transitioning legacy client-server architecture toward scalable SaaS and API-driven platform capabilities
- Defined integration requirements and partnered with engineering teams to deliver API-driven capabilities supporting interoperability across emergency communications platforms
- Spearheaded platform-wide component library strategy, reducing design iteration costs by 20% and accelerating cross-team feature development
- Embedded structured product discovery practices including agency shadowing, field research, customer interviews, and analytics to inform roadmap prioritization and feature investments

Product Owner / Priority Dispatch Corporation - Salt Lake City, UT

02/2023 - 11/2024

- Owned and prioritized product backlogs across three emergency dispatch applications, partnering with engineering teams to translate roadmap objectives into actionable user stories and release plans
- Designed wireframes to provide visualization for hundreds of product requirements for stakeholders and development team

Product Owner / Build Technology Group - Atlanta, GA

09/2022 - 02/2023

- Translated complex business processes into actionable user stories, workflows, and acceptance criteria, enabling efficient delivery across multiple concurrent initiatives
- Demonstrated new features and product releases to stakeholders to ensure alignment and gather feedback

Product Owner / OneTrust - Atlanta, GA

01/2021 - 06/2022

- Created partner portal for over 1000 representatives using Salesforce community development tools
- Partnered with engineering and UX teams to define requirements, acceptance criteria, and sprint goals
- Collaborated with customers and internal stakeholders to translate operational needs into product requirements

ADDITIONAL EXPERIENCE

Customer Success Manager / OneTrust - Atlanta, GA

10/2019 - 12/2021

- Drove a 15% increase in customer satisfaction and adoption by formalizing health check programs, improving usage optimization strategies, and scaling privacy best practices across enterprise customers

Account Executive / Strategic Partnerships Manager / Rubicon Global - Atlanta, GA

08/2016 - 09/2019

- Launched Rubicon's partner portal to optimize outsourced sales incentives and revenue operations, consistently surpassing \$20K monthly

Business Development Manager / TRC Staffing Services, Inc. - Atlanta, GA

09/2015 - 04/2016

- Grew account portfolio by 25% across 20 existing clients and secured five new accounts totaling 100 additional positions by proactively cultivating relationships through consistent networking and business development efforts

Front Desk Agent/Guest Relations / The Ritz-Carlton, Buckhead - Atlanta, GA

01/2014 - 09/2015

- Enhanced guest satisfaction by proactively anticipating needs and personalizing experiences, driving a 100% increase in individual room upsell revenue

EDUCATION

Generative AI For Business Applications Post Grad Program

01/2026

University of Texas

Bachelor Of Science: Hospitality Management, Business

05/2013

The University of Alabama - Tuscaloosa, AL

CERTIFICATIONS

Advanced Certified Facilitator (ACS-CF)

Advanced Certified Scrum Product Owner (ACSPPO)

Six Sigma Green Belt