

CHRISTOPHER GAGNÉ

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<http://www.chrisgagne.com>

EDUCATION

UCLA ANDERSON SCHOOL OF MANAGEMENT Los Angeles, CA

- Master of Business Administration, expected June 2011

OCCIDENTAL COLLEGE Los Angeles, CA

- Bachelor of Arts, Economics and Business Management; History Minor, 3.77 overall GPA
- Magna Cum Laude • Phi Beta Kappa • Departmental Honors • Mortar Board

WORK EXPERIENCE

PRODUCT MANAGER Oversee.net, Los Angeles, CA 7/07—Present

Technology company offering industry-leading domain monetization and lead generation products

- Research and develop new products for Low.com, a leading mortgage lead generator
- Research, develop, and launch a competitive business model and product offering for a new auto insurance vertical
- Manage the product roadmap and backlog
- Manage an agile development cycle using Scrum
- Evangelize and apply best practice user-centered design, including personas, process and design mapping, KJ-method collaboration, ethnographic field research, and user testing
- Create and sustain business partnerships

DIRECTOR, CLIENT SERVICES Leads360, LLC. Los Angeles, CA 6/05—6/07

SaaS-based sales-lead management tool for the mortgage, insurance, and education industries

- Directed the company's account management and technical support departments through 45x revenue growth in less than 2 years
- Researched and developed best practices recommendations for mortgage industry clients
- Designed and evangelized core product functionality based on customer feedback and metrics-based research
- Conceived, designed, and personally developed LeadGuardian™, the only anti-theft tool on the market that protects expensive mortgage leads and trains new loan officers

OPERATIONS SUPERVISOR McMaster-Carr, Santa Fe Springs, CA 8/03—6/05

Nationwide industrial supply distributor

- Supervised local customer-side operations, including competitive strategy, marketing, material handling, and purchasing

PROJECT MANAGER Frontera Corporation, Los Angeles, CA 7/99—1/01

Proprietary (Homepage.com Engine) and non-proprietary (Broadvision) SaaS provider

- Managed customer relationships, change requirements, and documentation
- Supervised graphic designers and provided technical oversight for a design group in a fast-paced development environment, substantially improving usability

GRAPHIC DESIGNER College Enterprises, Inc., Los Angeles, CA 10/97—7/99

Retail copy, printing, and graphic design services

- Provided graphic design and customer service

ADDITIONAL EXPERIENCE

CHIEF OPERATING OFFICER

NOLS Corporation, Los Angeles, CA

ASP/ISP providing services to medical research, business, and entertainment clients

- Manage offshore development of LAMP, VOIP, and streaming video applications
- Provide secure, managed hosting services

CHIEF FINANCIAL OFFICER

Student of Fortune, Inc, Altadena, CA

Online question and answer marketplace for students

- Design and development of features, promotions, and marketing collateral
- Provide general bookkeeping and operations services
- Developed business plan, elevator pitches, and related collateral to support fundraising

VOLUNTEER EXPERIENCE

FOUNDER

Cerbumi.org, Los Angeles, CA

3/04—Present

- Developed an web 2.0 application to facilitate an open-source network-based approach real-world problem solving
- Conducting research into how individuals can collaborate effective online

MEMBER

South Bay Rotaract Club, Carson, CA

6/06—Present

- Rotaract is a division of Rotary International, a service organization

WILDERNESS PATROL/DOCENT

US Forest Service, Weaverville, CA

6/02—9/02

- Patrolled the Trinity Alps Wilderness and managed a remote historical cabin

SELECTED TECHNICAL SKILLS

- **Productivity and Analysis:** Microsoft Office (Excel, PowerPoint, Word, Outlook, Entourage, Project), Windows XP, Mac OS X, Keynote, AppleScript, Mathematica
- **Graphics:** Photoshop, Illustrator, InDesign, Visio, Flash, OMNIGraffle
- **Internet Development:** Perl, MySQL, MS SQL, Selenium RC, CSS, HTML
- **Product Management and User Experience Methodologies:** PRDs, use cases, Agile/Scrum Development, KJ Method / Affinity Diagrams, Personas, Reality & Design Mapping, User Testing, Ethnographic Field Research, Persona-Based Competitive Analysis & Feature Prioritization