

**Karmen Kardum**

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**Portfolio:** <https://karmen87.github.io/>

**SUMMARY**

Technical Product Manager with 8 years in product development, UX design, and technical documentation for enterprise B2B SaaS. Strong technical foundation (Master of Computer Science + 14+ years hands-on technical experience spanning software development, algorithmic trading, data analysis, and technical research) enables bridging engineering and product teams. Deep understanding of systems architecture, database design, and API contracts. Proficient in SQL for data analysis. Served Fortune 500 companies and U.S. Department of Defense agencies.

**SKILLS**

**Product Management:** Product roadmap development | Product strategy | Product roadmap | Feature prioritization | Requirements gathering | User research | Acceptance testing | Agile/Scrum methodologies | Sprint planning | Backlog management

**UX Design:** Balsamiq | Figma | Wireframing | Prototyping | User flows | Information architecture

**Technical Documentation:** Technical writing | API documentation | User guides | Technical specifications | Design documents

**Collaboration Tools:** Jira | Basecamp

**Technical Skills:** REST APIs | Object Model frameworks | Database architecture | System architecture | Data modeling | Data pipelines

**Programming:** Python | SQL (data analysis and queries) | JavaScript (technical understanding for product requirements)

**Documentation Tools:** Dr.Explain | Wikipages | Markdown | Swagger/OpenAPI | GitBook | Docusaurus

**Version Control:** Git | GitHub | GitLab

**Domain Knowledge:** SaaS platforms | Infrastructure management | DCIM (Data Center Infrastructure Management) | Enterprise software | Cloud computing | Algorithmic trading | Blockchain

## **WORK EXPERIENCE**

### **Product Owner**

**Planet IRM, Remote | Jul 2015 - Jun 2023**

Led UX design and technical documentation while collaborating with VP of Engineering on product strategy for Planet IRM NexGen, enterprise cloud-based infrastructure management platform serving Fortune 500 companies and U.S. Department of Defense agencies. Contributed to product evolution from desktop application to cloud-based SaaS platform across 28 releases over 8 years.

#### **Product Strategy & Roadmap:**

- Contributed to product vision and roadmap development with VP of Engineering and stakeholders across 28 product versions
- Contributed to feature prioritization with VP of Engineering based on customer needs, business value, and technical feasibility
- Collaborated with 10-15 engineers across multiple time zones on product development
- Participated in daily cross-functional meetings including product strategy (with VP Engineering and leadership), engineering, architecture, QA, design, and backend development to ensure alignment across all product development functions
- Participated in product lifecycle from concept through release and maintenance
- Contributed to 28 product releases for Fortune 500 and U.S. government clients

#### **UX Design & Prototyping:**

- Created 125+ UI/UX mockups in Balsamiq from scratch to support migration from desktop to cloud platform, providing clear specifications for front-end and back-end development teams
- Designed user interfaces for highly technical users (IT administrators, facility managers, network engineers) based on Object Model data architecture framework, balancing complexity with usability to minimize training requirements
- Developed mockups from designated design meetings with VP of Engineering and system architect, team meeting context, legacy desktop version documentation, and Object Model.cs schema definitions
- Iterated on feature designs with VP of Engineering and stakeholders before development
- Conducted user testing sessions with VP of Engineering, engineers, QA team, and other Planet IRM employees to validate design decisions and gather feedback on feature usability

#### **Requirements & Technical Specifications:**

- Translated user needs from IT administrators, facility managers, and network engineers into detailed technical requirements and feature specifications
- Created technical specifications and design documents used by development teams for implementation across web client, APIs, and database layers
- Documented system architecture, REST API integrations with third-party enterprise systems, and deployment workflows for cloud-based infrastructure

- Wrote deployment workflows and technical requirements for infrastructure management solutions supporting data centers and network operations
- Researched and proposed API documentation approach using Swagger/OpenAPI specification for developer-facing documentation

#### **Integration & Partnership Management:**

- Designed mockups and documented integration features with third-party enterprise systems including Fluke Networks LinkWare Live, BMC Helix ITSM, and ServiceNow
- Attended integration design meetings with internal engineering teams and external partners to define integration requirements and workflows
- Created technical guides for administrators implementing and configuring integrations

#### **Documentation & Release Management:**

- Authored 1,800+ pages of product documentation including Administrator Guides, user documentation, integration guides, and API references
- Created detailed release notes (30+ pages per version) documenting new features, bug fixes, improvements, breaking changes, and migration instructions for 28 product versions
- Established and maintained version-controlled documentation processes using Dr.Explain and Wikipages to maintain consistency and accuracy across documentation suite
- Enabled user self-service capabilities through comprehensive documentation

#### **Quality Assurance & Testing:**

- Conducted acceptance testing and quality validation for new features before production release ensuring adherence to product specifications and enterprise quality standards
- Participated in database design conversations and data modeling discussions with engineering teams to contribute to schema design for product features
- Contributed to product quality meeting requirements for Fortune 500 enterprises and U.S. government security compliance

#### **Sample Work:**

<https://karmen87.github.io>

<https://karmen87.github.io/user-guide-report-viewer.pdf>

#### **Software Project Manager - Part-Time**

**i3Annotate, Remote | Mar 2017 - Dec 2018**

Led Agile delivery of multi-platform touchscreen annotation software for interactive displays, enabling K-12 educators and corporate trainers to annotate over presentations, videos, and content in real-time. Part-time role at 10-15 hours per week alongside Planet IRM responsibilities.

- Delivered production-ready application on-time and within budget, managing product launch for K-12 education and corporate training markets
- Led cross-functional 6-person development team through full product lifecycle including requirements definition, development sprints, testing, and production deployment

- Defined project scope, milestones, and feature prioritization, evolving from collaborative client decision-making to autonomous prioritization as product knowledge increased
- Managed stakeholder expectations with client and technical leadership through regular reporting, balancing feature requests with technical feasibility and timeline constraints
- Provided team leadership for 6-person distributed team across multiple time zones, managing daily coordination and delivering performance assessments to upper management
- Established testing workflows and validation processes across iOS, Android, Windows, and Mac platforms to ensure consistent user experience for classroom and corporate presentation use cases
- Managed Agile ceremonies and release management including sprint planning, daily standups, retrospectives, and release planning
- Tracked and reported KPIs, project metrics, risks, and progress to executive stakeholders

### **Software Developer**

**Neos, Remote | Jul 2011 - Jul 2015**

Developed algorithmic trading systems, SCADA infrastructure, and ERP solutions.

- Developed algorithmic trading infrastructure and market data processing systems using Python and SQL for data analysis
- Developed SCADA (Supervisory Control and Data Acquisition) system components for public lighting infrastructure management
- Created technical and user documentation for trading systems and infrastructure platforms
- Developed ERP (Enterprise Resource Planning) system modules for business process automation
- Wrote technical specifications and design documents for development teams to provide clear requirements and implementation guidance
- Collaborated with cross-functional teams on system design and implementation

### **EDUCATION**

Master of Computer Science - Software Engineering  
University of Split, FESB | 2009 - 2011

### **ADDITIONAL INFORMATION**

Remote Work: 14 years of remote work experience with distributed teams across multiple time zones

Languages: English (Fluent - Business/Technical), Croatian (Native)

Availability: Immediate start available

Location: Europe timezone (Croatia UTC+1) - Easy overlap with EU/UK business hours