Morgan Pacheco

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SUMMARY

8 years of Product Management experience encompassing leadership and individual contributor roles, succeeding in large-scale enterprises serving 45k customers and $9B annual revenue in addition to building from 0 to 1 in fast-growth startups.

EDUCATION

University at Buffalo, *Bachelor of Arts* 2015

PROFESSIONAL EXPERIENCE

EPAM Systems November 2021-Current

EPAM (NYSE: EPAM) is a global digital engineering partner to Fortune 500 enterprises, delivering AI-enabled software and cloud transformation at scale, represented by $5.4B in annual revenue, 62K employees, and a presence across 55 countries.

Senior Product Manager

- 2025 CEO Award Winner for delivering outstanding results and impact on clients and technology; reserved for the top 3% of performers through a peer nomination and 4-stage confirmation process
- Designed and delivered a proprietary AI-native application which automates a dealer form migration process, reducing a formerly weeks-long, manual process down to under 3 days; improving overall product implementation time by 80%
- Define outcome-oriented product strategy across diverse enterprise-level clientele, aligning senior leaders and SVP-level stakeholders around measurable business goals to enable improvements in scalability and profitability
- Achieve delivery excellence in the automotive software domain, earning back-to-back 10/10 client satisfaction scores and growing account value by $2.5M to date
- Capture KPI improvements in automotive ecommerce product through experience enhancements such as improving access to identity verification service, which increased attempts from 35% to 70% and implementing automated insurance verification, enabling 60 minutes of manual labor savings
- Serve as internal department leader through direct-line management of Product Managers, leading initiatives such as AI Safe Space, AI PDLC Skills Lab, and a contributing internal newsletter author

Product Manager II

- Oversaw multiple automotive ecommerce product sub-areas including Fraud Prevention, Payments, and Order Management Service
- Identified and released margin-increasing enhancements such as support for cash vehicle purchases, yielding $4M sale volume over 5 months (31% share of total sales volume) and nonlinear checkout, yielding 50% increase in vehicle contracts signed
- Achieved 93% annual billable utilization rate, surpassing 75% utilization goal
- Sourced and managed external vendor partnerships responsible for payment integrations, insurance verification, and identity verification
- Contributed non-billable time and deliverables to department initiatives, serving as a contributor to proprietary content including Product Management Coaching, Product Playbook, Town Hall guest speaker, and Product Manager interviewer

SCS Cloud March 2020 – November 2021

Director of Product Management

SCS Cloud was a premier Oracle NetSuite and Salesforce partner, earning recognition as the North America NetSuite Partner of the Year. SCS Cloud demonstrated exponential growth and as such, was acquired by CrossCountry Consulting.

- Established and grew a Product Development department, bringing 3 SaaS products to market, generating 6-figure revenue in year 1, achieving 170% YoY growth, and culminating with successful acquisitions.
- Identified the vision, mission, and TAM for entry into new markets, focusing on revenue-generating opportunities, long-term positioning, and growth strategy
- Introduced and executed OKR framework to identify areas of focus and measure ability to achieve goals and maintain continuous growth/progress
- Oversaw expansion of Product Development department, recruited and interviewed candidates for product, engineering, and design roles
- Led Product Development team, focusing on outcomes such as employee growth, autonomy, efficiency, and job satisfaction

Community Brands June 2019 – March 2020

Product Manager

Community Brands (now Momentive Software) is a leading provider of cloud-based software for associations, nonprofits, and mission-driven organizations, serving 37,000+ organizations across 30+ countries with roughly 2,000 employees.

- Executed product roadmap through feature ownership, clearly articulated requirements, and collaboration with development teams to identify viable, valuable solutions to problems such as a redesigned job search UI resulting in 100% MoM job view growth, yielding increased ad revenue
- Supported product enhancements through accurate, thorough documentation and measurement of impact to KPIs
- Leveraged product data using Google Analytics and internal reporting to enable data-informed decision making and identification of enhancement opportunities
- Collaborated with Development teams, UX Designers, and Stakeholders to achieve and deliver solutions to problems

Little Global Citizens June 2018 – June 2019

Product Manager

Little Global Citizens is a subscription box that fosters open-mindedness, compassion & global awareness in children.

- Oversaw ecommerce platform migration to ensure successful transition of customer data and leveraged technological resources to support marketing campaigns and sales performance
- Digitized product offering to expand into education vertical, conducting market research, surveys, and ensuring product/curriculum alignment
- Identified social media channels and influencers for potential partnerships to increase product awareness
- Assisted with bimonthly subscription launches through support of logistics, content creation, and ecommerce platform updates/maintenance