

Ariel Herman

arielherman.com | [Github](#) | [LinkedIn](#)

Technical Project Manager

Technical project manager with 6+ years frontend development experience and 2+ years in SaaS, e-commerce, and non-profit leadership. Seeking a service-oriented team where I can leverage my technical skills and acumen for process to support a meaningful mission. (she/her)

Experience

Technical Product Manager

February 2025 - Current

[Inclusiv](#) / Remote US

- Owned end-to-end planning and execution for FIDAP, a data analytics platform supporting 200+ credit unions.
- Implemented best-practice tooling (eg. Figma, Monday.com) to document workflows and improve roadmap visibility; techniques have since been adopted by other teams.
- Improved alignment of technical teams and external stakeholders in highly-regulated environments to deliver compliant, on-time product updates.

Technical Program Manager

April 2024 - February 2025

[Community Justice Exchange](#) / Remote US

- Defined long-term product roadmap in Asana and drove development tasks as scrum lead - managing the product backlog in Jira, defining feature scope, timelines, and technical execution for successful feature launches
- Researched and launched a transition to open sourced and self-hosted application infrastructure and internal tools to support long-term security of client and member organization data
- Facilitated risk management for app infrastructure transfer in 2024 by adding automated testing to our primary app which previously had zero test coverage, upgrading key dependencies to reduce technical debt, improving error monitoring, and adding developer-friendly Confluence documentation
- Led agile processes such as team retros, standups, product kickoffs, mind-mapping and other sessions to ensure continuous team and project objective alignment
- Owned application stakeholder management and onboarding/training for internal client support staff

Engineering Manager and Technical Program Manager

September 2022 - February 2025

[Emergent Works](#) / Remote US

- Defined quarterly and annual strategic plans for the engineering department and led org-level annual planning for board approval, collaborating cross-functionally to align project goals with overall company objectives
- Operated and assisted with strategic design of a 12-week digital literacy program for 60 justice-impacted participants, including curriculum, training materials, outreach, onboarding, and career/social services support, resulting in a 300% increase in program enrollment for our Spring 2024 program.
- Managed a distributed team of 4 engineers, introducing processes to establish team norms and deliver results
- Leveraged a strong technical background to translate project requirements from non-technical stakeholders to help them understand and leverage their data to maximize the impact of their fundraising and advocacy work
- In first weeks of joining the team, identified goals, crafted the strategy, and implemented work plan to ensure completion of deliverables for clients and ultimately established work processes to build a backlog and scale work, leading to accelerated productivity and the release of 8 critical features for end users and support staff in 2023

Sr. Software Developer, Frontend Tech Lead

February 2022 - September 2022

[Emergent Works](#) / Remote US

- Owned front-end feature development for the Bail Fund App, a React/TypeScript-based web app which has posted over 50,000 bail requests in the past supporting operations for two dozen bail funds nationwide
- Managed multiple concurrent full-lifecycle client projects: defining project scope to create custom CRMs and case management solutions with user-friendly interfaces powered by Airtable to rapidly assist clients with their organizational and reporting needs
- Decreased app operating costs by 68% annually by building self-serve customer support admin interfaces with a GraphQL API to optimize the fund onboarding flow and reduce reliance on engineering

Software Developer II

February 2021 - February 2022

[Emergent Works](#) / Montreal, QC

- Delivered adoption-critical features such as quantity-on-hand tracking and a merchant business profile for the Supplier Marketplace, an Apollo/Next.js/React application that provides an e-commerce storefront for merchants within Lightspeed's retail POS ecosystem to shop from suppliers in their vertical
- Built and documented core application styled component widgets from Figma spec in Storybook

Engineer 2

October 2019 - February 2021

[Glossier](#) / New York, NY

- Project-managed and developed technical implementation for a CMS-managed sitewide promotion UI experience used to drive customer traffic to the annual Black Friday Sale and Summer Sale, comprising ~20% of annual revenue
- Executed redesign of product pages and their integration of Contentful CMS

Engineer 1

May 2019 - October 2019

[Glossier](#) / New York, NY

- Led implementation and development in Storybook of Glossier's CSS-in-JS component-based design system from a Figma spec, resulting in higher developer efficiency, reduced CSS bundle size, and improved communication between engineering and design teams
- Partnered with design, product, data, and UX on a mobile-first accessible redesign of product pages, shop all, and product reviews coupled with Agile A/B testing, driving 15.79% CVR among users who viewed product pages

Core Skills

Atlassian suite (Confluence / Jira), Asana, Notion, Monday, Google Suite, Figma, Canva, Miro, Trello, React, Typescript, Python, No-code / low-code application development, Airtable, Zapier, Flutterflow, Bubble, Webflow

Education

University of Pennsylvania Philadelphia, PA

Bachelor of Arts in East Asian Language and Culture, May 2011

Language

English Native proficiency

French Advanced proficiency (TCF level C1), certified by French Ministry of Education (April 2024)