PEDRO SIQUEIRA

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SKILLS

Product Management, JIRA, Monday, AirTable, Organizational Skills, Communication Skills, Relationship Management, Gainsight, Digital Analytics, A/B Testing, Prioritization, Leadership, Strategic Thinking, Web Development, CI/CD, Product Design, Figma, UI/UX

WORK EXPERIENCE

Contentsquare   **San Francisco, California**
Product Experience Manager
January 2022 – Present
- Led a committee composed of 5 *PEMs* with the goal of facilitating teammates' work best practices, by providing a portal of 10+ presentations to be available across the company globally.
- Developed New Customer Onboarding tools to provide customer satisfaction and a sense of accomplishment upon finishing enablement, increasing retention by 13%.
- Mentored 2 new hires, guiding them through all steps of onboarding as well as ensuring product familiarity and logistics when handling clients.
- Provided 18 product feedback within 6 months, advocating for customers by voicing their needs to the Product Development team, while following the product roadmap.
- Owned a portfolio of 10 accounts, projecting a total of $49.2 million in value for customers that were found through analyses revolving around UX best practices, A/B Testing, and digital data analytics.
- Conducted on-site meetings for at-risk companies, which not only resulted in their renewal but also in upselling them for other product lines, resulting in their ACV increasing by $60,000+.

Datadog   **New York City, New York**
Software Engineer Intern
January 2021 – June 2021
- Worked closely with product designers and product managers to create and implement a color palette selector on Timeseries graphs – one of the most customer-requested features of 2021.
- Based on feedback from customers, created 2 components using TypeScript and React that allowed users to customize font and background colors on Notes dashboard widgets, which increased traffic for those widgets by 12%.
- Contributed to the release of a hot new feature QuickNav which is now being used by tens of thousands of customers around the globe, by adding a sub-feature for Dashboard creation after analyzing how it is one of the most used products in the platform.
- Collected and analyzed all platform users' data to harmonize keyboard shortcuts to render special keys appropriately depending on different OSs throughout the platform, that benefited 32% of customers which are Windows users.
- Measured the user impact of features such as QuickNav and NavBar using Datadog's Real User Monitoring analytics tools to discover patterns of customer interaction, permitting observability on most utilized products and sub-products.

PROJECTS

Weatherfy (MERN, JavaScript, Node JS, HTML, CSS, Express, React JS, Figma)   Live Site | GitHub Repo
A dynamic weather app that displays current weather information, as well as hourly and daily forecasts.

Songflix (JavaScript, HTML, Webpack, Ruby on Rails, React, Redux, AWS S3, PostgreSQL)   Live Site | GitHub Repo
A Netflix-inspired single-page web app where users can watch music videos, browse genres, and create personalized playlists.

EDUCATION

App Academy   **San Francisco, California**
FullStack Web Development   December 2019 - June 2020
1000-hour immersive full-stack web development intensive with <3% acceptance rate

Federal Institute of Goias   **Goiania, Brazil**
Bachelor of Science in Mechanical Engineering   Class of 2013