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# Garren Heye

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## Work History

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07/2021 – Present **F5**

### Product Manager, Global Services Experience

Develop and promote a clear vision and strategy for the entire product portfolio that the company uses to deliver support and services to customers, and that customers use to receive it. Achieve alignment across all stakeholders and their executive sponsors, including members of the C-Suite.

- Oversaw the organization's migration to and build out of our Salesforce platform, the launch of a new customer support portal, and the integration of a suite of supporting applications. Internally alone this resulted in an estimated 2.15% organizational efficiency gain.
- Built a two-year transformation roadmap including financial models to assess impact. This estimated a \$4MM ROI over two-years, which I achieved executive alignment on.
- Established a team and model to capture and promote innovation internally, accompanied by an intake process to formalize their work into the portfolio, increasing our collective development capacity by an estimated 134%.
- Implemented a cross-functional portfolio governance model for continuous alignment and oversight of its priorities across stakeholder groups. This streamlined decision-making, created accountability, and resulted in faster decisions and better incorporation of end-users in solution design.
- Conducted research and compiled insights on leveraging Generative AI to enhance efficiency in Global Services.

06/2016 – 07/2021 **SkyKick**

11/2018 – 07/2021 **Engineering Manager - Agile**

06/2018 – 11/2018 **Agile Coach II**

06/2016 – 06/2018 **Agile Coach**

Led the Agile Department, a team of Agile Coaches and Scrum Masters which supported over 10 product teams by managing and scaling the entire company's software development lifecycle. Consulted with executives to determine the optimal way to achieve product milestones. Achieved an average on-forecast feature delivery rate of 92% Sprint-over-Sprint.

- Product Manager of keystone product overhaul for Fortune 1000 distributor. Delivered improvements that led to a 250% increase in the product suite's NPS score.

- Performed as Product Manager for internal product designed to automate reporting of team performance metrics. Built and managed backlog, and reported forecasts and progress to c-suite and executives.
- Coached Product Managers on core responsibilities. Improved feature writing alone led to a decrease in time required for Sprint preparation given faster comprehension by engineering, equaling over \$200k in savings per quarter.
- Coached executives on proper interfacing with the product teams. This led to an estimated average decrease of 50% in interrupt-work across product teams.
- Created an onboarding program for new Agile hires. This halved the ramp up time of new Scrum Masters, saving an estimated \$60k per new hire.
- Overhauled Agile Department career tracks and position definitions, including a five year departmental growth plan.
- Built an employee professional development program that executives requested to be trained on. It was so successful that they asked me to implement it across the entire company for every manager to use.

06/2014 – 06/2016 **Ruckworks, LLC**

**Principal Product Manager, Co-Founder**

Trained clients on, and built tools to facilitate, the Agile methodology.

## Education

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2018 – 2021

**University of Washington, Foster School of Business – Seattle, WA**  
**Master of Business Administration**

Coursework: Product Management, Finance, Strategy, Operations, Marketing, etc.

2011 – 2014

**Gonzaga University – Spokane, WA**  
**Bachelor of Arts - Criminal Justice**

2015 - 2021

**Certified ScrumMaster & Scrum Professional - Scrum Alliance**

*License Member: 000414570*

## Volunteering

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2023 - Present

**Inclusive Product Management Accelerator (The PM Center at UW)**  
**Volunteer**

Lead discussions and workshops with IPMA Fellows to develop their skills and help launch their product careers in order to help create a more inclusive industry.

FL2020 & SP2021

**Small Business School Challenge (SBSC)**  
**MBA Consultant & Marketing Manager**

2018 - 2019

**Blok24**  
**Consumer Advisory Board Member**