

KEVIN MIDDLETON

New York, New York • 415-735-4711 • kevin.middleton@gmail.com • [LinkedIn](#) • [Portfolio](#)

SENIOR PRODUCT MANAGER – SaaS, Enterprise, Consumer, Platform, and AI

Technical product leader who builds 0-to-1. Started as an engineer and still ship code. Twenty years in tech, thirteen in product, across consumer, enterprise, and B2B SaaS. Launched partner platforms reaching 11.5M users, drove a ~50x conversion lift, and shipped AI products that are still in production. I do my best work in the messy space between engineering and the customer.

PROFESSIONAL EXPERIENCE

[GRIDSTRONG.AI](#), New York, NY

SEP 2024 – NOV 2025

(AI-powered SaaS platform for energy compliance and grid reliability.)

Director of Product Management (initially Product Advisor)

Founding product hire. Started as a nights-and-weekends advisor while still at HVAC.com, building the early AI prototypes that helped secure a \$1.4M DOE grant. Left a stable Senior PM role to join full-time once the \$10M seed closed. Departed after a restructuring reduced the product team.

- **Delivered an AI-powered compliance copilot** guiding power plant owners through plant profiles, compliance workflows, and cross-standard tasks, reducing manual effort and error rates.
- **Defined early product direction** through SME discovery, workflow validation, and core product patterns.
- **Established company-wide product processes** for roadmapping, sprint cadence, QA, and releases.

[HVAC.COM](#) (acquired by [Trane Technologies](#) May 2024), New York, NY

FEB 2024 – JUN 2025

(Providing homeowners with fair, transparent solutions for HVAC replacement and repair.)

Senior Product Manager, HVAC.com and Branded Sites

Owned product strategy, UX, and growth for HVAC.com, a homeowner platform with ~2M annual visits. Led the full funnel from awareness to dealer handoff, improving engagement and lead quality while shaping Trane's broader strategy.

- **Drove ~50x conversion lift (0.1% → up to 7.3%) by launching high-performing tools: calculators (7.3%), QuoteScore (6%), video content (3.4%), and optimized landing pages (2.3%).**
- **Defined and drove development of an LLM-powered AI assistant** that answers homeowner questions conversationally and drives users toward replacement and repair conversions.
- **Improved funnel efficiency and lead quality through rigorous A/B testing**, behavioral analytics, session-to-install data, and user-path analysis.
- **Expanded the product surface area** with HVAC repair services, new interactive calculators, and a redesigned blog that increased depth, engagement, and lead volume.

[LEVER](#) (acquired by [Employ](#) July 2022), San Francisco, CA

DEC 2021 – APR 2023

(Talent acquisition platform that combines ATS and CRM to help businesses streamline hiring.)

Senior Product Manager, HRIS Sync Lead

Created and drove end-to-end development of HRIS Sync, a core enterprise integration that strengthened Lever's upmarket positioning. Shipped workflow improvements, automation, and scalable tooling adopted across enterprise customers.

- **Launched HRIS Sync with 37% customer engagement**, enabling org chart-aware approvals, automated user provisioning, and manager-relationship sync for enterprise customers.
- **Cut bulk upload times from days to minutes** by delivering a self-serve Bulk Candidate Importer, reducing support and implementation load.
- **Uncovered key enterprise pain points** through deep discovery with IT teams, recruiters, and admins, shaping the roadmap for HRIS Sync, provisioning, and hiring workflows.
- **Tightened the feedback loop** between professional services, implementation, customer success, and support, incorporating real-time input into product updates.

[SENDOSO](#), San Francisco, CA

MAR 2021 – DEC 2021

(PLG digital and physical gifting platform helping businesses boost engagement and growth.)

Senior Product Manager, Core Platform & eGift Global Expansion

Joined between Sendoso's Series B and \$100M Series C to own the eGift platform, representing over half of all sends in 2021. Owned eGift partnerships, catalog growth, and the operational infrastructure behind it.

- **Doubled active eGift coverage** from 800 to 1,600 options across 47 countries. Landed Square as a strategic partner, enabling personalized small business gifting in 4 major markets (U.S., Canada, Australia, and U.K.).
- **Built internal tools for eGift deactivation, refunds, and swaps** that reduced engineering reliance and sped up customer support resolutions.
- **Saved hundreds of thousands of dollars** by hardening the platform with two-factor authentication and AI-driven fraud detection, cutting bot-driven attacks.
- **Built foundational platform capabilities**, user management, invitation flows, and a feature-tiering/entitlements system, adopted by other product teams to gate features and drive upgrades.

Senior Product Manager, Core Product & Platform

Owned product strategy and execution across the Platform and Legal Document teams, driving market expansion, funnel optimization, and new revenue channels for one of Rocket Lawyer's highest-impact product areas.

- **Created and launched co-branded partner sites reaching 11.5M users**, expanding Rocket Lawyer's presence in Europe and enabling OpenID Connect-based authentication, pricing, feature gating, and theming for new enterprise partnerships.
- **Increased mobile gross conversions by 5%** through targeted A/B testing and UX improvements for the Legal Document product line, which accounted for 90% of U.S. revenue.
- **Improved eSign start rates by 13%** by integrating Legal Documents with RocketSign, replacing a legacy experience with a more reliable, user-friendly workflow.
- **Achieved record-high checkout conversion rates (2.34%)** by building internal analytics tools that linked site performance to user behavior, directly informing optimizations to site speed and checkout.

ORACLE, San Francisco, CA

APR 2013 – JAN 2018

(Global cloud technology company enabling organizations to scale with enterprise cloud and software solutions.)

Senior Product Manager, Engage, Integrations, & Social Network Expansion (2016 to 2018)

Promoted to lead Oracle Social Cloud's Engage product, managing two agile teams and collaborating with three UX designers across San Francisco, Austin, Atlanta, and India to ship a major platform overhaul.

- **Doubled network coverage** by integrating LinkedIn, Instagram, Sina Weibo, and Tumblr, addressing top customer requests and strengthening platform competitiveness.
- **Launched a full product overhaul**, shipping 36 features in 12 months through beta testing, war room coordination across time zones, and continuous customer feedback.
- **Internationalized the platform across 30+ languages**, expanding reach in EMEA and APAC.

CACI INTERNATIONAL, Arlington, VA

DEC 2007 – APR 2013

(Technology and services firm supporting government modernization.)

Consultant, Product Specialist, & UAT Lead

Momentum financial management consultant embedded 100% on-site with government agencies, directing UAT strategy, deployment coordination, and triage for systems handling budgets up to \$200M. Held Top Secret clearance.

- **Launched multi-year financial system upgrades for six DOJ component agencies** (DOJ, DEA, ATF, BOP, USMS, FBI), delivering five large-scale deployments for high-profile agencies.
- **Managed a 10-person triage team** during system go-lives, resolving production issues in real time across global stakeholder groups.
- **Led UAT and cross-functional collaboration** to validate fixes, refine workflows, and ensure system reliability for critical financial operations.

CGI FEDERAL, Lebanon, VA

JAN 2006 – NOV 2007

(Global IT and consulting firm providing technology solutions for U.S. federal agencies.)

Software Engineer & QA Automation

- **Developed and maintained C++ features for Momentum**, working across new development and a large legacy codebase supporting federal financial operations.
- **Automated a six-person team's full day** of manual testing down to a single hour, using SQL to verify the backend updates.

SKILLS

- **Technical:** AI, LLM, Copilots, SQL, API Development, OIDC, SCIM, OAuth, TDD, BDD
- **Strategic:** Roadmap & Vision, Competitive Analysis, Internal Tools, Platform Strategy, eCommerce & Marketplace, B2B
- **Management:** Stakeholder Management, Team Building, Mentorship, Agile (Scrum, Kanban)
- **Analytical & Research:** A/B Testing, Customer Research, User Research, Continuous Improvement
- **Tools:** Jira, Confluence, Slack, GitHub, Linear, Airtable, Figma, Full Story, Google Analytics, Mixpanel, Amplitude, Looker, Tableau, Metabase, Optimizely, Zendesk, ProductBoard, Split.io

CERTIFICATIONS

Certified Scrum Product Owner (CSPO), Scrum Alliance
Product-led Certification, Pendo
Introduction to Generative AI, Google
Product-Led Growth Fundamentals, ProductLed

Certified ScrumMaster (CSM), Scrum Alliance
AI for Product Management, Pendo
Product Analytics Certification, Pendo

EDUCATION

Bachelor of Science in Business Information Technology, Virginia Tech, Blacksburg, VA