

CHRIS FRIEDRICH

Product Operations Manager

281-910-2881
cfriedrich@gmail.com
[linkedin.com/in/chrisfriedrich](https://www.linkedin.com/in/chrisfriedrich)
Austin, TX

WORK EXPERIENCE

PRODUCT OPERATIONS MANAGER - Dropbox / Austin - **DEC 2018 – PRESENT**

- Lead a global team of 6 product operations managers covering our 4 core business verticals, 2 horizontal functions, and all customer-facing launches
- Embed with product and business leaders across the company to drive customer-centric decision making and road mapping, advocating for launch changes on behalf of customer experience teams
- Drive company accountability through VP-level customer impact reviews of product changes in monthly line-of-business health checks and quarterly product issue deep dives
- Discovered a manual data logging issue that miscategorized 10% of annual support volume by exploring our SQL tables for efficiency gains
- Designed a prioritization formula that determines customer pain on a criteria-based numerical scale and calculates size of affected populations across 4 disparate support surfaces

FEEDBACK PROGRAM MANAGER - Dropbox / Austin - **JUL 2018 – DEC 2018**

- Published 10 issues of our company-wide Customer Insights publication, a deep dive into customer feedback and recommendations for product changes
- Aided in launching company customer journey map, identified critical customer “table stakes” at each phase, and examined all support system interactions during the journey

PRODUCT EXPERT- Dropbox / Austin – **OCT 2013 – SEP 2018**

- Generated all required support material and dashboards for customer trends for dozens of payments and billing product launches
- Launched a remote support site of 180 agents while auditing tooling needs, agent performance, and communication gaps
- Created a new product feedback model focused on user sentiment, data categorization, and insights leading to 27 internally published reports

BOOK EDITOR- Freelance / Austin – **JAN 2012 – OCT 2013**

- Developed editorial diagnoses of manuscripts that recommended editorial and marketing services
- Proofread book manuscripts electronically and in hardcopy according to house and Chicago style guides

EDITORIAL ASSISTANT- Greenleaf Book Group / Austin – **MAR 2011 – JAN 2012**

EDITORIAL INTERN - Greenleaf Book Group / Austin – **JAN 2011 – MAR 2011**

- Wrote marketing, catalog, and jacket copy for fiction, young adult, self-help, and business books
- Proofread, fact checked, and correction checked ARCs, jacket copy, blurbs, and galley proofs

ASSOCIATE EDITOR- Praxis: A Writing Journal / Austin – **AUG 2010– MAY 2011**

- Compiled, proofread, and electronically published the University's biannual writing theory journal
- Closely reviewed select feature stories and final design presentation with an editorial board of 15 fellow students

EDUCATION

UNIVERSITY OF TEXAS AT AUSTIN – Austin, TX – **DEC 2010**

Bachelor of Arts in English

Bachelor of Arts in Rhetoric and Writing

SKILLS

SQL, Salesforce, Jira, Phabricator, Airtable, Writing, Copyediting, Motorcycle repair