Sarah D'Agostino

SarahThePM.com

✉ dagostinos11@gmail.com
📞 216.376.4455
📍 San Francisco, CA

Employment

STRATIS, a RealPage company, Houston, TX   **October 2022 - May 2024**

Senior Product Manager; launched the company's flagship web platform—STRATIS Smart Building Portal—and established product, engineering, and go-to-market best practices.
- Oversaw the vision and launch of the flagship web platform, enabling apartment managers across 1,300+ buildings to control smart home devices (locks, thermostats, lights, leak detectors) and view data insights.
- Partnered with leadership to introduce and implement Product best practices: mapping user journeys, facilitating product discovery workshops, drafting PRDs, planning roadmaps, and overseeing beta programs.
- Led the agile transformation, in collaboration with engineering leadership, by redefining team structures and establishing procedures for breaking down features and managing releases. This resulted in over 80% reduction in blockers, a 6x release frequency, and ≥90% on-time delivery of commitments across teams.
- Led the creation of a beta feedback channel, resulting in a discovery pipeline with 100+ new beta users.
- ★ *Fun fact: I started and managed the STRATIS book club!*

Rivian Automotive, Palo Alto, CA   **October 2021 - July 2022**

Product Manager; oversaw the launch of Rivian's Fleet Core Platform by delivering and maintaining tools at the intersection of telematics, firmware, cloud services, and UX to streamline operations for Amazon fleet managers.
- Partnered with teams across embedded systems, data, and API to launch high-priority intelligent automation features, including predictive maintenance scheduling, real-time vehicle alerts, and data analytics.
- Ensured alignment with Rivian's broader platform ecosystem—coordinating with 40+ product managers to maintain brand consistency and enable scalable platform-wide delivery.
- ★ *Fun fact: I took a Rivian on a telemetry testing road trip down "The 101" for a day, manually triggering alerts, locks, and safety systems to validate real-world vehicle behavior.*

OnShift, Cleveland, OH   **March 2021 - October 2021**

Product Manager; led the cross-functional development of an integrated workforce management platform combining tools for scheduling, HR, payroll, employee engagement, and financial wellness in the Long-Term Assisted Care industry.
- Introduced centralized performance tracking and insights generation by integrating Google Analytics.
- Led the user role flexibility and future-proofing effort by migrating users from Role-Based Access Control to Attribute-Based Access Control.
- ★ *Fun fact: I founded a cross-functional committee to build OnShift's first company-wide data dictionary—turns out, aligning five departments is harder than writing the dictionary itself!*

MRI Software LLC, Solon, OH   **September 2014 - March 2021**

Product Owner; progressed through Support, Sales, Client Success, and Product Ownership over a 7-year tenure, gaining a comprehensive understanding of customer needs, operational challenges, and product strategy.
- Oversaw the core platform and a broad portfolio of in-platform applications, delivering essential infrastructure and business intelligence tooling to commercial and residential property managers overseeing leases and assets.
- Set up and managed the company's first beta program for a feature-rich SQL querying tool I led from 0 to 1.
- ★ *Fun fact: I launched an internal product within my first 3 months at MRI… as a side project while on the Support team!*

Tools & Technologies

Languages and technologies: Jira, Azure DevOps, JavaScript, SQL, HTML, CSS, Firebase, Salesforce, Git, Kibana
Product Management tools: LaunchDarkly, Appcues, ProdPad, Aha!, Smartsheet, Monday.com
Mockup & Collaboration tools: Figma/FigJam, Lucidchart, Balsamiq, InVision, Miro, Confluence, GitHub, Slack