

DOMINIC SIMPSON-----Product Owner | Former Technical Operations Manager

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Professional Summary

Systems-focused leader dedicated to building infrastructure that enables corporate scaling. Expert at operating at the intersection of operational reality and technical infrastructure. Currently managing Agile/Scrum squads and overseeing the roadmap for the internal tools and backend services. Leverages years of experience in Technical Operations and high-tier escalation management to architect solutions that eliminate organizational friction.

Core Competencies

- **Product Management:** Software Product Management, Agile Methodologies, Scrum.
 - **Technical Operations:** Operational Architecture, Root-Cause Analysis, Scalable Best Practices.
 - **Leadership:** Cross-Functional Alignment, Stakeholder Management, Technical Mentorship.
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Professional Experience

Lightspeed DMS | Salt Lake City, UT

Product Owner | *February 2025 – Present*

- **Product Strategy:** Lead multiple Agile/Scrum squads responsible for the vision, prioritization, and delivery of internal tools and backend infrastructure.
- **Execution (Phoenix Squad):** Acted as the dedicated Product Owner for the Phoenix engineering squad, successfully managing backlogs and defining technical requirements.
- **Process Architecture:** Translate complex operational bottlenecks into scalable technical requirements to automate cross-departmental workflows.
- **Stakeholder Alignment:** Partner with Engineering leadership and Executive stakeholders to prioritize initiatives aligned with business revenue strategies.

Technical Operations Manager | *January 2021 – March 2026*

- **Strategic Conduit:** Served as the primary link between Customer Support and Engineering to resolve complex, high-tier technical issues.
- **Influence:** Managed critical escalations and partnered with technical teams to identify underlying system architecture issues, influencing product roadmaps for permanent solutions.
- **Team Development:** Directed a specialized team of Technical Ops Engineers and Client Account Managers through structured coaching and mentorship.

Client Tech Analyst I | *March 2020 – January 2021*

- Provided resolutions to clients for SaaS products and supported hardware, focusing on customer experience and efficiency.