

Jared Linden

Product Manager

Open to remote or hybrid · Philadelphia / South Jersey

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Product leader with 15+ years in B2B SaaS, including four years as Director of Product Management and sole PM for a compliance and operations platform serving thousands of customers. Strongest where problems are ill-defined: customer discovery, finding the real problem behind the request, and shipping solutions people actually adopt. Five years in solutions engineering add an inside view of how products are bought and sold.

Experience

Independent Consultant Remote Sales Operations & Business Process Consultant June 2024 – Present

- Designing and building Shorehand, an operations management system for an aquaculture business, shaped by hands-on time working alongside the people who will use it.
- For a national waste-to-energy company, rebuilt the RFP pricing workbook and built an AI agent that feeds it, turning weeks of manual bid assembly into a reviewed import and giving leadership one view of price and margin by line item, with below-target margins flagged for a documented reason.
- Led software rollouts for small and mid-size clients: mapped current workflows, defined requirements, compared vendors, and managed configuration, training, and adoption.

PegEx Madison, WI

Solutions Engineer

June 2019 – May 2024

- Led discovery and tailored demos across hundreds of deals per year (\$25K–\$100K ARR), and fed recurring customer insight back into roadmap decisions.
- Built demos around buyers' own compliance reporting; for one customer, monthly reporting effort dropped from about a week to about a day.

Director of Product Management

April 2015 – June 2019

- Sole product manager and functional lead for a cross-functional team that was at times as large as a dozen people; the platform grew to serve thousands of customers through a 100+ vendor network.
- Helped launch PegEx's first product, a reverse auction marketplace for environmental services bidding.
- Identified an unmet need for operational and regulatory compliance software and led product on the 0-to-1 build of the PegEx platform, which became the core of the business.
- Replaced a dashboard-first roadmap with regulator-ready reporting exports after discovering customers' real need was EPA and state compliance; every customer adopted it, and it stayed current through ongoing work with regulators.
- Instituted agile practices and a customer-driven backlog, and integrated Stripe into the customer portal for invoicing and payment collection.

Alice.com Madison, WI Customer Service Manager / Product Manager

August 2009 – November 2013

- Took on product management alongside running customer service: requirements, backlog, acceptance testing, and delivery.
- Shifted strategy from pulling shoppers onto the Alice.com storefront to embedding Alice-powered carts on manufacturer websites, after seeing purchase intent form on brand sites.
- Built the customer service team and SLAs, and set up feedback loops that informed product decisions.

Earlier experience

Infrastructure and Energy Alternatives (IEA) Project Assistant, renewable energy construction

2014 – 2015

Jellyfish.com (acquired) Shipping Coordinator **Microsoft** Group Business Administrator

Skills

Core Product Strategy, Customer Discovery, Requirements, Roadmapping, Agile Delivery, Stakeholder Alignment, B2B SaaS, Regulatory & Compliance Software

Tools Jira, Confluence, Productboard, ClickUp, Salesforce, Stripe, Google Workspace

Data & building SQL, Python, Excel, Claude Code (front-end builds and code review)

Projects

- Sweatline (sweatline.io): designed, built, and launched a live tournament analytics platform for daily fantasy sports.
- PGA outcome model: Python Monte Carlo simulation of PGA Tour outcomes built on historical results.

Education

B.S., Sustainable Management University of Wisconsin–Stout · Two-time Chancellor's Award for Academic Excellence