

KILEY SULLIVAN

Product Manager

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PROFESSIONAL SUMMARY

Product Manager with 5+ years driving product strategy, 0-to-1 development, and cross-functional delivery in enterprise B2B SaaS and clean energy. Proven record of owning outcomes across the full product lifecycle, from customer discovery and requirements through commercialization and expansion, for Fortune 500 utility operators and wind energy OEMs. Nine months embedded with the product team executing sprint planning, backlog grooming, user story authoring, and PI planning. Independently ships production AI tools, from agentic automation workflows at work to full-stack apps in real use, specced in Claude and built with Claude Code. Career-long commitment to the clean energy mission: Environmental Studies at UW, utility-scale solar at GroundWork Renewables, and five years serving wind energy OEMs and utility operators. Certified PSPO I, PSM I, and PMP with UC Berkeley UX/UI credential.

CORE COMPETENCIES

Product Strategy: 0-to-1 Product Development • Product Roadmap Ownership • PRD Development • Requirements Gathering • Backlog Refinement • Epic and User Story Authoring • A/B Testing • User Research and Interviews

Customer Outcomes: Customer Expansion • Adoption Accountability • Stakeholder Alignment • Executive Briefings • Fortune 500 Customer Partnerships • QBR Facilitation

Agile / Delivery: PSPO I • PSM I • Sprint Planning and Retros • Daily Standups • PI Planning • Cross-functional Facilitation

AI and Automation: Agentic AI Workflow Design • LLM Orchestration • n8n • API Integrations • No-Code/Low-Code Tooling

Technical: Jira • Confluence • Figma • Salesforce • Coda • Aha! • LogRocket • Google Suite • PostgreSQL • Python (foundations)

Domain: Energy Utility Industry • Clean Energy and Climate Tech • Renewable Energy (Wind, Solar) • Enterprise B2B SaaS • Drone Inspection and Analytics

PROFESSIONAL EXPERIENCE

Customer Success Manager and Embedded PM | Zeitview (formerly DroneBase)

2022 to Present

Enterprise B2B SaaS | Drone Inspection and AI Analytics | Fortune 500 Wind Energy OEMs and Utility Operators

Product Strategy and Roadmap Ownership

- Spearheaded three industry-first SaaS products for Fortune 500 wind turbine OEMs, owning full product lifecycle from initial customer discovery and requirements gathering through cross-functional delivery and scalable commercialization.
- **Blade Damage Estimation Tool:** Defined requirements and scoped an AI-assisted feature enabling utility clients to calculate overhead hazard distances from broken turbine blades, shortening critical path for safety decisions and asset recovery.
- Internal Tower and Nacelle Inspection Products: Built two new drone inspection service lines from 0-to-1, sourcing compliant hardware and specialized pilots for novel inspection environments and reusing the Internal Tower Inspection architecture to accelerate Nacelle delivery.

Customer Expansion and Adoption Accountability

- Grew revenue within the largest strategic utility account by 25% through targeted solution alignment, product enablement, and translating field-level operational needs into product improvements.
- Managed an enterprise portfolio of 20+ accounts generating \$8.1M in annual revenue, tracking delivery KPIs and surfacing product insights that informed quarterly business reviews with Fortune 500 executives.
- Doubled portfolio delivery throughput over two years while departmental headcount decreased, by designing structured workflows and automation for geographically distributed operations teams.

AI Automation and Independent Product Delivery

- Independently designed and deployed a production agentic AI automation system using n8n (Gmail, LLM orchestration, Google Drive, Salesforce APIs), saving 10+ hours per week across purchase order intake, file routing, and CRM reconciliation.
- Built an intelligent PO pipeline that classifies orders by client, applies custom naming and folder routing rules, logs to Google Sheets, and prepares structured Ops submissions via Coda, with human-in-the-loop approval gates.
- Built an anomaly upload validation tool that checks third-party vendor datasets against required field schemas and automates damage-matrix conversion before handoff, saving up to five hours of customer success time and up to five hours of engineering time per project across two to four weekly projects.

Embedded Product Practice (2022 to 2023)

- Attended and actively contributed to sprint planning, sprint retrospectives, daily standups, backlog grooming, epic creation, and PI planning sessions as an embedded product team contributor for 9 months.
- Authored user stories, defined acceptance criteria, and conducted customer interviews, user testing sessions, A/B tests, and design validation exercises to surface actionable product insights for the engineering team.

Project Manager II | *SkySpecs*

2021 to 2022

Enterprise B2B SaaS | Wind Energy Asset Management | Multinational Utility Clients

- Acted as voice of the customer to align Product, Operations, and Sales teams around tailored workflow designs for complex multinational energy clients across five international markets.
- Launched two new international markets (Brazil and India), overcoming hardware import restrictions by sourcing local equipment and integrating a third-party software solution, generating \$100K+ in new revenue within six months.
- Collected customer feedback and operational insights to support Product in refining utility-focused SaaS offerings, translating field requirements into actionable implementation plans.

Operations Project Manager | *Big Island Abalone*

2017 to 2021

Aquaculture Operations | Product and Process Innovation | Resource-Constrained Environment

- Identified opportunity, defined requirements, and launched a 24/7 multilingual online ordering platform for international wholesale buyers, eliminating 10+ hours of weekly administrative effort and improving data consistency.
- Designed and launched a frozen export product line to monetize unsellable inventory, generating \$40K in new revenue within two months while reducing production capacity bottlenecks.

Field Technician | *GroundWork Renewables*

2019 to 2021

Utility-Scale Solar | Meteorological Systems | Hawaii Island Grid

- Supported development and calibration of a utility-scale solar array contributing approximately 7% of Hawaii Island's power supply.
- Identified a wind interference problem during meteorological instrument calibration and devised a field solution that reduced calibration time by 25% while maintaining compliance and data integrity.

CERTIFICATIONS AND CREDENTIALS

- Professional Scrum Product Owner I (PSPO I) | Scrum.org
- Professional Scrum Master I (PSM I) | Scrum.org
- Project Management Professional (PMP) | PMI
- Berkeley UX/UI Boot Camp | UC Berkeley Extension, January 2024

EDUCATION

Bachelor of Arts, Environmental Studies

2016

University of Washington, Program on the Environment

- **Published Contributor:** named on NOAA review paper "Impacts of Climate Change on Columbia River Salmon" (NOAA Northwest Fisheries Science Center, 2013).
- **Conference Presenter:** presented capstone research on coastal litter distribution at the Salish Sea Ecosystem Conference, Vancouver, BC (2016) via Surfrider Foundation internship.
- Student Keynote Speaker, Department Graduation: selected to represent the graduating cohort.

CONTINUOUS LEARNING

Ongoing upskilling: Udemy coursework in Product Management, Product Ownership, PostgreSQL, Python, Figma, and Jira/Confluence. Independent AI builds, each specced in Claude and built 0 to 1 using Claude and Claude Code: a client-facing inspection quote portal with Clerk two-factor auth (in engineering review); FleetServ, a quoting and invoicing platform for a new fleet-services company (in early use); Get to the Point, a conversational clarity trainer whose day-one evaluation surfaced and fixed a voice-versus-text scoring bias; and The Shopping List, a multi-store shopping planner shipped from a single build session. Agentic AI automation system in production on n8n.