

Jacob D. Feigleson

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SUMMARY

Senior product manager who steps in when enterprise partnerships are on the line—rebuilt executive trust to protect a \$3M ARR contract, recovered a stalled state-government deadline, and led 0→1 launches across HealthTech, IoT, and GovTech SaaS. 5 years aligning skeptical executives, engineering orgs, and agency leadership behind the bets that move the metrics that matter; led cross-functional teams of 10+ across engineering, design, QA, and go-to-market. Building AI-assisted product workflows internally and shipping AI tools for SMB clients through independent consulting.

CORE SKILLS

Product Strategy · Roadmap Prioritization · Pricing & Packaging · Pilots & Experimentation · 0→1 Launches · Cross-functional Leadership

PROFESSIONAL EXPERIENCE

Tyler Technologies | Salt Lake City, UT

Jul 2023 – Present

Product Manager

- Own strategy and roadmap for 3-product SaaS portfolio: 2.8M+ transactions/year, \$4M+ ARR
- Initiated and led Tyler Tech—Utah division's first AWS re-architecture of a 20-year-old on-prem system; aligned a skeptical technical org, executive team, and agency leadership to ship on the original contractual deadline despite a 5-month delay
- Rescued an at-risk enterprise partnership by rebuilding executive trust → enabled 50% price increase (\$1.00→\$1.50/transaction), protecting \$3M+ ARR
- Launched API product beta with largest enterprise customer; designed and pitched platform-fee pricing model for API beta that unlocked a path to \$100K ARR
- Shipped self-service decal inventory audit; achieved 100% adoption across 500+ partner stations, replacing manual agency-led audits with partner self-service
- Trained 5 peer PMs on AI-assisted survey analysis and data visualization workflows; built custom GPTs (custom ChatGPT assistants) for PRD and Jira ticket drafting, now adopted across the org

LynkD | Lehi, UT (sister company to Lightspeed Health under shared CEO)

Sep 2022 – Jun 2023

Director of Product

- Led IoT access-control software 0→1: completed abandoned predecessor project and launched to first paying customers (smart locks, time-based access, cameras, asset security for SMBs)
- Directed cross-functional team of 14 (1 PM, 2 QA, 10 engineers, 1 sales); owned app flow, UX, hardware-software integration, and launch
- Designed standardized product development framework (stage gates, ownership, handoffs); doubled team throughput from 10 to 20 story tickets completed per sprint

Lightspeed Health | Salt Lake City, UT

May 2021 – Jun 2023

Product Manager

- Managed B2B healthtech SaaS (lab information & sample management) for diagnostic testing labs during COVID-19
- Co-designed 6-container mobile testing lab with customer ops team; scaled testing capacity from 30K→60K tests/day, unlocking a multi-million-dollar government contract for our partner Nomi Health
- Built Jira Service Management intake pipeline: 250+ requests → prioritized dev tickets; decreased time from product improvement received to production release by 10%
- Stepped in for VP of Operations during a critical outage blocking Nomi Health from processing ~7,500 samples (~\$750K revenue at risk); personally triaged the bug, briefed CTO on root cause, and served as live liaison to Nomi's CTO and lab leadership—restoring service within 2 hours and reinforcing Lightspeed's position as exclusive software partner

EDUCATION

Utah State University, Jon M. Huntsman School of Business

Dec 2021

B.S. *cum laude* in Economics & Finance, Minor in Mandarin Chinese

APPLIED AI & LEADERSHIP

- **Applied AI / Building:** Consulting with SMB owners on AI-assisted lead generation—shipped landing page + lead-gen funnel with Claude Code; architecting automated lead-gen engine. Teaching AI-assisted PM workflows (prompt engineering, agentic tooling) across product organization at Tyler
- **Leadership / Service:** Two-year volunteer mission, Melbourne, Australia (2015–2017); led 30+ volunteers