

# Erik A. Pola

## WORK EXPERIENCE

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### **The X Company**

**Remote / Boston, MA**

#### ***Senior Product Manager (January 2023 - Present)***

- Led development team to automate leasing process, decreasing manual lease generation by 20%
- Led consolidation of multiple residential apps to launch and scale capabilities into a single solution
- Conceived and owned testing and development of mobile ordering, increasing daily sales by 47%
- Led team of two to develop and launch a new website, increasing MAU by 15%
- Defined mobile and web strategy to support growing the membership to 10,000 members in 3 years
- Designed wireframes and built prototype for an improved mobile app to capture and build user habits

### **National Grid**

**Waltham, MA**

#### ***Senior Product Manager, Digital (June 2022 – January 2023)***

#### ***Product Manager, Digital (October 2019 – June 2022)***

- Led product team of engineers, designers and stakeholders to develop and scale a mobile field service management solution for 1,200 users – projected cost savings of \$13M annually for the electric business
- Drove adoption of “self claim” feature, letting crews decide which jobs they work, resulting in 600,000 less miles driven and a 40% increase in work completed
- Prioritized scheduling feature and data structure to support future development including automatic scheduling based on in field variables
- Senior member of the team that defined the digital strategy and roadmap for the electric distribution business highlighting opportunities for \$110M in annual recurring savings
- Organized and led design discovery sessions, leaning on human centered design principles

#### ***Software Engineer, ngLabs (January 2019 – October 2019)***

- Implemented a Salesforce based tool to digitize manual, paper-based processes for field supervisors
- Rated innovation aspects of vendor RFP's for application development and application maintenance

#### ***Associate Analyst, IT (June 2017 – January 2019)***

- Prepared financial data and project proposals for a \$270M rate case to be reviewed by NYS regulators
- Lead Business Analyst on \$14M project that provided the firms engineering teams with advanced software

### **Cornell Cooperative Extension of Tompkins County (CCETC)**

**Ithaca, NY**

#### ***Energy Corp Intern (June 2016 – May 2017)***

- Worked closely with communities to help the electric utility roll out automated metering infrastructure
- Conducted and prepared solar and electric utility market research reports for senior management

## EDUCATION

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### **Cornell University, College of Agriculture and Life Sciences, May 2017**

**Ithaca, NY**

#### ***Bachelor of Science in Computer Information Science, Minor Policy Analysis and Management***

- Cornell Tradition Fellow
  - Selective leadership development program for students committed to community service
  - Over 1,000 hours of volunteer and paid work through campus and community contribution

## SKILLS AND INTERESTS

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- Computer skills: MATLAB, Python, JavaScript, CSS, Figma, Salesforce, SPM Certificate - Product School
- Interests & Service: Traveling, Hiking, Formula 1, Sustainability, Raspberry Pi, St. Francis House