

Lisa Weitekamp

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WORK EXPERIENCE

Twilio Inc

San Francisco, CA

Seventh employee at the communications-as-a-service company, growing from Series A to pre-IPO stages. Ran the phone number product crucial to all voice calls and messages sent and received on Twilio's network.

Product Manager for Phone Numbers

Jan 2012 – present

- Created strategic vision for the Phone Numbers product line and executed multiple yearlong roadmaps coordinating dependencies across almost all R&D teams at Twilio.
- Led end-to-end product releases including product design, executive buy-in, software development and testing, beta program management, and launch planning.
- Oversaw global expansion, launching phone numbers in 49 countries by working cross-functionally with BD, Carrier Ops, Product Ops, Finance, Sales, and Marketing.
- Facilitated vendor selection and ongoing relationships with over 75 telecom providers globally.
- Coordinated year-long technical debt project moving tables between databases with dependencies across 8 R&D teams while supporting production services serving ~3 billion requests per month.
- Grew phone number revenue by 280x, ultimately driving over \$50M in total top line revenue.
- Designed custom knowledgebase, inventory management, porting, and number testing solutions.
- Grew a team of six engineers and implemented agile product development processes.
- Created mentorship program, connecting employees and promoting professional development across departments. Grew to 70 participants within the first 3 months.

Manager of Customer Service

Apr 2010 – Jan 2012

- Established Customer Support and Product Operations teams. Hired and trained a team of six.
- Created and developed procedures for carrier escalation, fraud management, regulatory reporting, and phone number inventory ordering, porting, testing, and troubleshooting.
- Defined support on-call process with 24/7 shifts coordinated across support and engineering.
- Established product feedback process for customer support, sales, and developer evangelist teams.
- Created initial HR procedures including onboarding, stock grant execution, benefits, and payroll.
- Compiled and organized Series B funding paperwork. Trained employees on stock grants.

Wells Fargo – Wholesale Foreign Exchange

San Francisco, CA

Currency trading platform used by corporations, small and medium-sized businesses, and other banks.

FX Analyst

Aug 2008 – Mar 2010

- Trained customers on online FX software and priced their multi-million dollar FX transactions.
- Wrote employee manual for using FX software, pricing transactions, and training customers.
- Analyzed sales data to generate reports of customers needing re-activation.
- Managed testing and implementation of on-premise FX software for small banking customers.

University of Minnesota

Minneapolis, MN

Supply Chain & Operations department focusing on service process and quality management in healthcare.

Research Assistant

Feb 2007 – Dec 2007

- Analyzed Six Sigma data from hospitals for two Operations Management professors.

EDUCATION

University of Minnesota

Minneapolis, MN

Carlson School of Management - Bachelor of Science in Business

Sep 2004 – Dec 2007

Cumulative GPA: 3.7 International Business major, Spanish minor. Honors Society Alumna.

ADDITIONAL PROJECTS

International traveler – Traveled to 30 countries. Lived and worked in 3 countries. Proficient Spanish.

Loft Conversion – Led a \$40,000 build out of warehouse space into 12 bedrooms and offices for 6.

Micro-finance Committee – Wrote division-wide micro-financing business proposal at Wells Fargo.

Student Association for Non-Profit Enterprise President – Restructured and doubled membership.

Avid runner, baker, cook, and textile artist.