

# KATIE GOLDSTEIN

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## EDUCATION

**Dartmouth College**, Hanover, NH

**Jun. 2020**

*Bachelor of Arts, Double Major in Computer Science and Hispanic Studies*

**GPA 3.87/4.00**

*Honors:* Citation of Academic Merit, High Honors in Computer Science, Hispanic Novel Prize, Magna Cum Laude, Phi Beta Kappa

*Tuck School of Business – Business Bridge:* intensive on entrepreneurship, corporate finance, strategy, and leadership

**Dec. 2018**

*Foreign Study Abroad:* Madrid, Spain, focus on Literature and Art History

**Sep. 2017 – Dec. 2017**

## EXPERIENCE

**Vooma**, San Mateo, CA

**Dec. 2023 – Present**

*Growth & Business Operations, Employee #6 & first non-technical hire for YC W23 trucking logistics AI company*

- Anything needed to grow the biz: data analysis, product, customer success, sales (upsell), partnerships, tradeshow, hiring
- Account management: independently drive 20+ enterprise rollouts worth 1M+ ARR across quoting and order entry verticals

**Microsoft**, Seattle, WA & San Francisco, CA

**Sep. 2020 – Dec. 2023**

*Product Manager 2, Bing – Web Experiences (WebXT) – Search & Distribution Growth*

*Aug. 2021 – Present*

- Partner with 170+ to create WW Search experiences across Edge, Windows 10, and Windows 11 to delight users and grow Bing DSQ, DAU, Chat DAU, revenue (+\$XXM ARR); oversee design, legal, user research, engineering, A/B testing, QA
- Drive ideation and implementation of Bing Chat in new Microsoft surfaces: Bing Spotlight, Edge Address Bar, and Office
- Founding member of pioneering AI Search experience, Ask Bing: bug triage and burndown owner, Spanish translation lead
- Led global experience from 0 to post-launch for first Windows taskbar change since 2015, Search highlights (\$XM MRR)
- WebXT Give Champion, WebXT allyship group lead and workshop facilitator, Dartmouth @Microsoft founder, mentor to 4

*Product Manager, Customer Success Engineering – Amplify – RAVE (internal M365 support platform)*

*Sep. 2020 – Aug. 2021*

- Sole RAVE PM on first-ever paid support integration pilot; launched app in a third-party app store; led internal compliance, procurement, and paid offering model workstreams; coordinate adoption and communication for 20 enterprise pilot customers
- Led north star redesign of support agent feedback system; optimized and launched 5 new support case routing rules
- Piloted processes for customer-driven on-call triage, daily user feedback summaries, compete analysis, and an operational feature health dashboard; increased commercial agent satisfaction by 2% all-up alongside engineering, operations, and partner teams

**The Walt Disney Company**, Glendale, CA

**Jun. 2019 – Aug. 2019**

*Digital Innovation (DI) Intern, Disney Parks, Experiences, and Products – Emerging Technology*

- Supported Disney Parks technology product strategy; constructed 7 competitive market and consumer intelligence analysis requests
- Created internal strategic intelligence newsletter program; pitched Disney x Cameo to DI product (launched Dec. 2021)

**CashApp (Block)**, San Francisco, CA

**Jan. 2019 – Mar. 2019**

*Product Management Intern, Boost – Growth (Rewards & Status)*

- Independently launched location-targeted boosts & extensible, customer-driven framework; first wave made \$XM MRR

## LEADERSHIP & ACTIVITIES

**Alumni Ventures Group**, New York, NYC (virtual)

**Jan. 2023 – Present**

*Green D Ventures, Venture Scout & prev. Venture Fellow*

- Independently sourced, diligenced, and closed \$150k Seed co-investment in Onnix.ai, an AI copilot for bankers (YC S23)
- Source 100+ high-potential investment opportunities that align with our investment thesis through thesis development, networking, and expert evaluation; diligence and score investment opportunities through in-depth market analysis and basic financial modeling
- Won internal Spring AI competition (#1 out of 60 investment teams) by building two custom AI sourcing/scorecard automation tools

**Reading Partners**, Seattle, WA & San Francisco, CA (virtual)

**Mar. 2020 – Present**

*Volunteer Literacy Tutor*

- Tutor 5 elementary school students via a personalized, structured literacy curriculum to promote reading proficiency

**Directing through Recreation, Education, Adventure, & Mentoring (DREAM)**, Hanover, NH

**Nov. 2016 – Present**

*Board Member, prev. Co-Chair & Mentor, Northwoods Community*

- Finance committee member; review, allocate, and approve funding (grants, private donations) to support program goals
- Mentored a 12-year-old girl, Tricia, for 3-4 hours a week to provide academic support and personal stability

**Additional Activities:** HeyMentor College Access tutor (2021 mentor of the year), APM Map (PM mentorship), Katie's Office Hours (PM mentorship), Dartmouth 2020 Class Executive Committee (Secretary), Dartmouth Alumni Admissions (Interviewer)

## SKILLS & INTERESTS

*Skills:* Spanish (fluent), French (beginner), Figma, Python, Java, R, HTML/CSS, SQL, Git, prompt engineering (ChatGPT, Claude)

*Memberships & Certifications:* American Mensa, BCG Consulting Virtual Experience Program via Forage, Goldman Sachs Virtual Summer Insight Series, Ordained Minister (American Marriage Ministries), Self-Published Author, Patent MS# 412278-US-NP

*Test Scores:* GRE 331 (166 V / 165 Q) taken Apr. 2023, ACT 35 (36 R / 35 E / 35 S / 33 M) taken Sep. 2015

*Interests:* reading, baking, Japanese design, organizing, poetry, educational equity, lived abroad in Valencia, Spain as a child