

Christian Konrad

SOFTWARE ENGINEER · PRODUCT MANAGER

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Summary

Generalist Product Manager and Software Engineer with 9+ years of extensive experience in agile software development, UI/UX, full stack and API development. Blending technological and analytical skills with a holistic view on markets, future trends and user expectations. Interested in delivering value and satisfying customer experiences and solving real problems with innovative solutions to create a better world.

Work Experience

CURSОР Software AG

Giessen, Germany

PRODUCT MANAGER

2020 - Today

- Launched a UI/UX strategy, including a design system and user onboarding, to increase the feature adoption of a CRM application suite with > 200 customers and more than 6000 users.
- Owned product roadmap of customization solutions (IDEs, APIs, staging process, form builders, low-code/no-code features) based on future-proof technologies to cope with customization needs of customers, partners and consultants.
- Implemented a theme based product roadmap framework to follow our vision/mission while introducing OKRs to measure the impact
- Raised awareness of missing key metrics in internal requirement management and added data-driven measurements for feature impact mapping which has led to ~ 50% faster decision making in product/feature discovery while also maintaining higher quality of product releases.
- Supervised the customer journeys of our products and features and identified and closed crucial gaps as a Product Owner.
- Managed and identified potentials for the long and short-term strategic product roadmap to tackle upcoming market and technology trends.
- Continuously supervised the transformation of a legacy on-premise Java EE / JSF application into a modular, cloud based SaaS solution with React + Redux and microservices.
- Collaborated with other Product Managers, Developers, Consulting, Sales and Marketing to deliver consistent, high-quality software products and services.
- Supervised and mentored working students and their final theses (and their fit-in into our product roadmap) and onboarded new coworkers.

SOFTWARE ENGINEER

2018 - 2020

- Implemented and launched a new chat and comment based collaboration platform to integrate into the core CRM application to speed up collaboration flows.
- Designed, implemented and launched an integrated survey solution as the companies first cloud native service used by call centers and help desks to improve their customer success management.
- Built a customizable conversational self-service chatbot widget for utilities using IBM Watson, REST and JS/jQuery.
- Conceptualized and implemented certain frontend components for planning and analysis like a Kanban board using latest JS features to fit into both a legacy and a ReactJS environment as well.
- Supervised further development of the custom dashboard and UI framework including the introduction of ReactJS and Redux.
- Built prototypes to demonstrate new technologies and to convince the board of the potential of including those into the companies tech stack.
- Collaborated in a team of engineers to architect and deploy a cloud microservice infrastructure based on AWS, WildFly, Kubernetes and Docker.

SOFTWARE DEVELOPER (PART TIME)

2015 - 2018

- Conceptualized and implemented a custom web based dashboard and UI framework that is embedded into web and Java Swing client to drastically reduce costs of the development of visualization and reporting tools in a legacy environment by ~ 50%, used by ~ 4000 users.
- Implemented various data visualizations (charts/plots, KPIs, graph analysis), UI components and dashboards based on that custom framework.
- Implemented a platform for real time geographical analysis for utilities, sales and efficient field service management using Leaflet, jQuery and a custom REST API that is also used by customers to rapidly roll out smart meters.

Aviate Solutions UG

Giessen, Germany

CO-FOUNDER & SOFTWARE ENGINEER

2015 - 2018

- Built a full stack SaaS solution using Rails and a native Android app for professional and efficient maintenance and field service management.
- Delivered it to the B2B market acquiring ~ 20 customers.
- Provided and managed the services using AWS (S3, Elastic Beanstalk, Route53, EC2, RDS, Lightsail).
- Implemented additional services like a price comparison website and a blog using AMP and Semantic Web features.

CURSОР Software AG

Giessen, Germany

WORKING STUDENT PRODUCT MANAGEMENT

Nov. 2011 - 2015

- Conducted quality assurance and managed requirements of a BPM (Business Process Management) software suite with ~ 4400 users to date.
- Designed, implemented and delivered a set of B2C business processes for utilities.

Education

Philipps University of Marburg

Marburg, Germany

M.Sc. IN COMPUTER SCIENCE

Oct. 2013 - Today

- Expected graduation in October 2021 with focus on Machine Learning and Information Retrieval
- Thesis on Replication in ChronicleDB, a High-Performance Event Store

- Thesis on Efficient Data Fetching Methods for Mobile Apps

Projects & Awards

LATEST SIDE PROJECTS

FikaTalk "Coffee break" video chat app for remote teams

2021

- Conceptualized a video chat app for spontaneous meetings with random coworkers to build better relationships and to break down silos
- Designed API in OpenAPI, implemented backend in MERN stack (Mongoose, Express, React, Node), provided code generators for flutter app, integrated Agora as the video chat platform, used Firebase and AWS for infrastructure

Personal portfolio Portfolio page and blog built with Jamstack

2020

- Implemented own portfolio homepage (christian-konrad.me) from scratch with Gatsby and deployed it via Netlify

HACKATHONS

2019 **Finalist**, uppercode Upper Austria

Linz, Austria

- Added value and increased customer experience through a digital travel assistant
- Designed and implemented a prototype for a recommendation system of travel routes using Rails, IBM Watson and a given REST API

2019 **1st Place**, Digital Revolution Vodafone

Duesseldorf, Germany

- Communication & customer experience: Incident management concept for Vodafone Germany
- Built a chatbot based incident management system with tracking for business users using Rails and IBM Watson to replace a legacy system

Skills & Interests

Tools & Platforms AWS, Gitlab, Unix, Git, Hadoop, Lucene, Jamstack, Gradle, Yarn, PWA

Back-end Express, Rails, Netlify, Java EE, REST, OpenAPI, NoSQL (MongoDB), SQL

Front-end React, Redux, Gatsby, HTML5, CSS, jQuery

Programming JavaScript, Python (scikit-learn, Keras), Ruby, Java, Groovy, Scala, Kotlin, Dart, C, C++

Disciplines & Methodology Web and API Development, Machine Learning, UI/UX, Voice Interfaces/Chatbots, Data Visualization

Further Interests Graph Analysis, System Design, Natural Language Processing, Human Computer Interaction

Languages German, English