

Christian Konrad

PRODUCT MANAGER · SOFTWARE ENGINEER

☎ (+49) 176-84172089 | ✉ privat@christian-konrad.me | 🏠 christian-konrad.me | 📺 christian-konrad | 📄 konradchristian | 📍 Frankfurt, Germany

Summary

T-shaped Product Manager and Software Engineer with 12 years of experience, adept at navigating the product development lifecycle. Specialized in architecting developer ecosystems and platforms throughout the software development lifecycle (SDLC). Blends technological expertise with a holistic understanding of markets, future trends, and user needs. Driven by a passion for accelerating time-to-market, crafting seamless user experiences, and innovating solutions to complex challenges.

Work Experience

Camunda Services GmbH

Berlin, Germany

PRODUCT MANAGER

2022 - 2024

- Managed portfolio of 4 developer-oriented process orchestration products at Camunda, overseeing strategy and the product lifecycle.
- Led go-to-market for the Web Modeler application, achieving growth from 0 to 7000 monthly active users on SaaS, and securing 200 monthly active enterprise customers, contributing to \$10M in new ARR.
- Ensured enterprise-readiness of the Web Modeler for self-managed environments on Kubernetes, fostering adoption by 50% of existing and nearly 100% of new customers, including large-scale banks.
- Spearheaded integration of Web Modeler into developer ecosystems, accelerating SDLC in mid to large-scale organizations through APIs, SDKs, CLIs, and CI/CD tooling and best practices.
- Drove implementation of developer tooling, unlocking custom solution development for partners and customers through an open-source form editor, UI component ecosystem, APIs, SDKs, and a custom expression language with parsers, auto-completers, and adjacent tools.
- Introduced off-the-shelf Tasklist application for managing human work in orchestrated processes, achieving product-market fit with early adopters incl. 400 weekly active users on both SaaS and self-managed platforms.
- Managed the sunset of a predecessor to the Web Modeler and deprecated various APIs, resulting in a significant reduction in support tickets and maintenance cost.
- Led three teams of 15 engineers and product designers, and took on the leadership for a new team for a net-new product domain.
- Cultivated relationships with approximately 100 customers, partners, and internal stakeholders, gathering feedback to align the roadmap with company objectives.

CURSOR Software AG

Giessen, Germany

PRODUCT MANAGER

2020 - 2022

- Launched a UI/UX strategy, including a design system and user onboarding, to increase the feature adoption of a CRM application suite with > 500 customers and more than 25000 users.
- Owned product roadmap of the developer platform (IDEs, APIs, CI/CD, low-code UI builders, BPMN 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 product operations and added data-driven measurements for feature impact mapping which has led to ~ 50% faster decision making in product/feature discovery while also maintaining a higher quality of product releases.
- 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.
- Supervised and mentored working students and their final theses (and fit into our product roadmap) and onboarded new coworkers.

SOFTWARE ENGINEER

2018 - 2020

- Implemented and launched a new collaboration platform to integrate into the core CRM application to speed up collaboration flows.
- Transformed the work of call centers and help desk agents with a customizable self-service chatbot and an integrated survey solution to cut bottlenecks and surpass their SLAs.
- Led the company's first cloud-native service based on AWS, WildFly, Kubernetes, and Docker, and orchestrated AI initiatives, including conversational bots using IBM Watson.
- Supervised development of the below mentioned custom dashboard and UI framework including the introduction of ReactJS and Redux.
- Led the R&D of new technologies to convince the management board of the potential of integrating these technologies into the company's tech stack.

Aviate Solutions UG

Giessen, Germany

CO-FOUNDER & SOFTWARE ENGINEER

2015 - 2018

- Developed a SaaS solution with Rails and a native Android app to digitize professional maintenance and field service management.
- Launched it to the B2B market within 1 year and acquired 20 customers.
- Provided and managed the services using AWS (S3, Elastic Beanstalk, Route53, EC2, RDS, Lightsail).

SOFTWARE DEVELOPER & PRODUCT MANAGER (PART TIME)

Nov. 2011 - 2018

- Spearheaded the implementation and go to market of an embeddable dashboard and UI framework to cut the cost of developing visualization and reporting tools by 50% in a legacy environment used by 4000 users.
- Implemented a real-time geographic analytics platform for utilities, sales, and efficient field service management using Leaflet, jQuery, and a custom REST API that accelerated the rollout of smart meters in Germany.
- Managed requirements of a BPM (Business Process Management) software suite with more than 4400 users to date.
- Implemented best-practice business processes used in utilities throughout Germany.

Education

Philipps University of Marburg

Marburg, Germany

M.SC. IN COMPUTER SCIENCE (1.3)

Oct. 2013 - '15, '21 - 2022

- Thesis on Replication using Raft Consensus Protocol in ChronicleDB, a High-Performance Event Store

B.SC. IN COMPUTER SCIENCE

Oct. 2010 - Aug. 2013

- Thesis on Efficient Data Fetching Methods for Mobile Apps

Projects & Awards

LATEST SIDE PROJECTS

Replication in ChronicleDB Event store replication with strong consistency using the Raft consensus protocol 2022

- Implemented replication using the Raft consensus protocol to turn a standalone, embedded time series database into a distributed, cloud-enabled database with high availability while still maintaining very high throughputs
- Built the service architecture using Spring Boot, Apache Ratis, and Protocol Buffers and a user-friendly management interface in React

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 in response to the pandemic
- 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

Product Methodology	Agile & Lean, OKRs, Product Discovery, Customer Development, Data Analytics
Product Strategy Frameworks	Theme-Based Roadmaps, Three Horizons, Working Backwards, Jobs-To-Be-Done
Tech Disciplines	Web and API Development, SDLC Practices, Distributed Systems, UI/UX
Tools & Platforms	AWS, Git, Hadoop, Elasticsearch/Lucene, Kafka, Jamstack, CI/CD, Apache Ratis
Back-end	Spring Boot, Express, Rails, REST, GraphQL, OpenAPI, NoSQL (MongoDB), SQL, AMQP, gRPC
Front-end	React, Redux & MobX, SSR (Gatsby), Design Systems
Programming	JavaScript, Python (scikit-learn, Keras), Ruby, Java, Scala, Dart, C++
Further Interests	Process Orchestration, LLMs & NLP, Blockchain, Human Computer Interaction
Languages	English, German