

Michael Cronin

(210) 347-1397 | ng.mtcronin@gmail.com | San Antonio, Texas, United States

Personal Website: <https://www.michaelcronin.info>

PRODUCT OWNERSHIP & DELIVERY

- 26+ years leading technology, web, and product initiatives, breaking down complex business requirements into features and deliverables, including architecting and launching a patented claims automation platform that reduced processing time from hours to seconds and served 10,000+ users.
- Expert in Agile product roadmapping, backlog prioritization, and cross-functional delivery, driving operational improvements and cost savings across SaaS, IT infrastructure, and digital solutions.
- Proven track record designing, implementing, and managing custom Claims Management and web platforms, optimizing user journeys, streamlining processes, and generating measurable ROI.
- Hands-on experience with Jira, Confluence, Wrike, GitHub, Trello, and Microsoft Office for backlog management, requirements documentation, release coordination, and CI/CD pipelines.

EXPERIENCE

Claimatic

San Antonio, TX

Senior Product Owner / Technical Product Owner / Product Strategy & Delivery

Jan 2016 - Aug 2025

- Led teams of 5–30 resources delivering B2B SaaS applications and integrations using Agile and Scrum practices.
- Collaborated with stakeholders in discovery workshops and user research to translate complex requirements into intuitive workflows that enhanced enterprise user adoption.
- Facilitated story-mapping, prototyping, and backlog refinement sessions with cross-functional teams, breaking down business requirements into prioritized features, epics, and user stories aligned with technical and business goals.
- Optimized product roadmaps using OKRs and KPIs to drive adoption, reduce cycle times, and ensure each release delivered measurable value.
- Established acceptance criteria and led UAT efforts with QA teams to validate user stories against business and regulatory standards.
- Designed and patented a claims automation solution that reduced processing time from hours to seconds, significantly enhancing daily operational efficiency.
- Championed API-first development and microservices architecture to enable scalable integrations and expedite deployment timelines.
- Integrated compliance and security measures into product delivery, achieving SOC 2 readiness while upholding enterprise outcomes.
- Created SQL queries and Power BI dashboards to analyze claims data, identify gaps, and enhance quality control.
- Built and led cross-functional teams to implement governance and risk management strategies, mitigating cyber threats and reducing system downtime.
- Presented product roadmaps and progress updates to executive leadership, translating technical initiatives into clear business value narratives.
- Collaborated with cross-functional teams to optimize web performance by integrating CMS enhancements and analytics tracking, ensuring a consistent and secure digital experience.

IAS Claim Services

San Antonio, TX

Director of Product Development & IT

Jan 2009 - Jan 2016

- Led teams of 5–30 resources delivering B2C SaaS applications and integrations for 260+ enterprise clients using Agile practices.
- Collaborated with stakeholders in discovery sessions and user research to translate business requirements into intuitive screen flows that accelerated contractor adoption.
- Facilitated story-mapping, prototyping, and backlog refinement sessions to align epics and user stories with technical and business requirements and their features.
- Optimized product roadmaps with OKRs and KPIs to drive contractor adoption and streamline integration processes.
- Defined acceptance criteria and led UAT efforts with QA teams to validate compliance with business and regulatory needs.
- Managed IT operations across internal/external servers, desktops, and networks for 300+ employees across four offices.
- Designed and launched a custom CMS for over 10,000 insurance contractors, streamlining operations and saving \$1.2M annually.
- Built and led cross-functional teams to implement governance and risk management strategies, mitigating cyber threats and enhancing system uptime.
- Established DevOps, QA, and security frameworks to expedite delivery cycles while ensuring stability and regulatory compliance.
- Presented product roadmaps and progress updates to executive leadership, translating technical initiatives into clear ROI narratives.
- Enhanced web operations by integrating CMS solutions and analytics to support scalability and deliver high-quality digital user experiences.

National Geeks, LLC

San Antonio, TX

Fractional CTO and Technical Consultant

Jan 1999 - Jan 2009

- Founded and scaled a technology services provider from startup to \$500K annual revenue, supporting 90+ businesses across diverse industries.
- Designed and executed IT strategies and infrastructure solutions, achieving 99.99% uptime across managed environments.
- Implemented virtualized infrastructures, reducing hardware costs by 46% and saving clients over \$200K annually.
- Consolidated server operations to achieve 50% faster system performance for enterprise clients.
- Built long-term client relationships, achieving 80% repeat business and multi-year contracts.
- Scaled the company to \$500K annual revenue within five years through effective technology adoption and strategic planning.

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ADDITIONAL EXPERIENCE

- Microsoft TMG (Firewall) Consultant, Collabera (2010 to 2011) -- Implemented and configured Microsoft Threat Management Gateway (TMG) for BBVA Compass Bank, securing BYOD initiatives and improving security posture for over 10,000 endpoints.
- Exchange SME/Consultant, Lady of the Lake University (2010 to 2010) -- Managed the migration of 30,000 user accounts to Exchange 2010, achieving seamless cutover with minimal downtime.
- Senior Systems Engineer/Consultant, WellMed Medical (2007 to 2009) -- Led server consolidation and SAN storage integration, improving VMware ESXi environments and reducing physical infrastructure costs by nearly 30%.
- Intel Systems Administrator, IBM Global Business Services (2005 to 2007) -- Managed 200+ enterprise servers, supporting 15,000 users across multiple locations, ensuring 99.99% system availability.
- Senior Systems Administrator, Case Design/Remodeling (1999 to 2004) -- Windows and Exchange migrations across 4 corporate offices and over 250 end users, improving system performance and standardizing environments for easier support.
- Web Developer, Betis Group (1999 to 2001) -- Web development for many small businesses within an SMB, who delivered website design, and later I converted to a Systems administrator at their client, Case Design/Remodeling.

CERTIFICATIONS

Lean Six Sigma White Belt
Lean Six Sigma Green Belt
SAFe 6 Product Owner/Product Manager
Scrum Certified Product Owner
Scrum Master Certification
Machine Learning & AI for Leaders
Microsoft Certified Systems Engineer
Microsoft Certified Professional
TCP/IP v4 and v6 Certified
A+ Technician Certification

SKILLS

Core Product Owner Skills: Backlog Management, User Story Definition, Sprint Planning, Stakeholder Communication, Roadmap Ownership, UAT & QA Collaboration, Agile Metrics (Velocity, Burndown), Acceptance Criteria Development

Web Operations & Development: CMS, Web Development, WordPress, Drupal, HTML5, PHP, JAVA

Product & IT Leadership: Agile Delivery, Product Strategy, Roadmap & Backlog Management, Scrum & Kanban, Team Leadership

Data & Analytics: Data Analytics, Power BI, SQL, A/B Testing, QA

IT Operations & Security: Cybersecurity, Risk Management, IT Operations, Security & Compliance, Governance

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CORE COMPETENCIES

Product Leadership & Delivery: Product Ownership and Program Leadership • SaaS Product Strategy • Roadmap, Features & Backlog Management • OKRs & KPIs

Agile, QA & DevOps: Agile/SAFe Delivery • Scrum & Kanban • Story Mapping & Prototyping • Manual & Automated QA Frameworks (including Selenium) • UAT & Acceptance Criteria

Team & Change Leadership: Cross-Functional Delivery Optimization • Team Alignment & Mentorship • Change Management • Continuous Improvement

Architecture & Infrastructure: Enterprise Technology & Architecture • API & Microservices Development • Cloud & Hybrid Infrastructure (AWS, Rackspace, On-Site) • Business Process Automation

Data, AI & Analytics: Data Analytics and AI Integration • Predictive Analytics & A/B Testing • Business Intelligence & Decision Support • Machine Learning for Leaders

User & Customer Experience: Discovery Workshops • User Research • Customer Journey Mapping • UX Strategy & Prototyping

Risk, Security & Compliance: Governance, Risk & Security • Cybersecurity & SOC 2 Readiness • Nessus Scanning and Vulnerability Management • IT Risk & Compliance

Industry Expertise

Claims Automation & Workflow Optimization • Property & Casualty / Insurance Technology (Guidewire ClaimCenter, PolicyCenter) • Healthcare & Construction Environments • AI & Emerging Technologies (ChatGPT, Microsoft Copilot, Generative AI Tools)

TECHNICAL PROFICIENCIES

Software & Productivity Tools: Microsoft Word, Excel, PowerPoint, Power BI Desktop, Navicat, MySQL Workbench

Software & Development Tools: Postman, Git, Jenkins, Selenium, RESTful APIs (familiarity level)
Cloud & DevOps: AWS, API Management, CI/CD Pipelines

Security & Compliance: SOC 2, Nessus, ITIL, Risk Management, Cybersecurity Best Practices
Software Development: Java, PHP, Angular, MySQL, Symfony, Laravel, WordPress

Business Intelligence & Analytics: Power BI, Tableau, A/B Testing, Predictive Analytics

Industry Platforms: Guidewire ClaimCenter, ContactCenter, PolicyCenter, integration, and workflow optimization (configuration, integration, workflow optimization)

Project & Product Management: Jira, Confluence, Wrike, Trello, Microsoft Project, Miro, Figma (requirements gathering, technical requirements, managing projects across development, DEV/QA/UAT, and production environments)

Target Keywords: Product Ownership, Product Backlog, Backlog Refinement, User Stories/Epics, Acceptance Criteria, Sprint Planning/Review, Product Roadmap, Stakeholder Management, UAT/Test Coordination, Release Planning, API Integrations, Microservices, CI/CD, DevOps Collaboration, Data Analytics, Cloud (AWS/Azure), Observability/Monitoring, Security/Compliance Awareness, Discovery Workshops, UX Collaboration, KPI/OKR Tracking, Guidewire ClaimCenter/PolicyCenter, Claims Automation

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