Michelle Steen

mksteen@uwaterloo.ca | linkedin.com/in/michelleksteen/ | michellesteen.netlify.app/| Canadian & US Citizen

EDUCATION

University of Waterloo
April 2026

Systems Design Engineering (B.ASc)
- Relevant course work: Human Factors of Design, UI Design, Data Structures and Algorithms (C++)
- Scholarships: Motorola Engineering Scholarship (Presented annually to one top student)

EXPERIENCE

Product Management Intern
April 2023 – August 2023

Tecsys Inc. — *Toronto, Canada*
- Launched **10+ new API features** by leading cross-functional collaboration to define scope, gather requirements, craft effective user stories, and oversee the entire **software development lifecycle**.
- Conducted **25+ customer interviews** and **10+ usability studies** to identify onboarding **pain points** of the REST API ecosystem. Designed and implemented a Postman Collection workflow to facilitate hands-on learning, streamlining onboarding and **reducing new developer ramp-up time by 50%.**
- Successfully transitioned **20+ clients** from **SOAP to REST APIs** by launching a **targeted marketing campaign**, enhancing system efficiency, accelerating product innovation, and improving security with seamless cloud updates.
- Conducted **competitive analysis** and **market research** to lead the redesign of the open API portal, improving API integration, documentation, and user experience, resulting in a **40% increase in developer satisfaction**.

Biomedical Product Intern
January 2024 – April 2024

Moleculight Inc. — *Toronto, Canada*
- Defined **feature requirements, roadmap, and OKRs** to integrate thermal imaging technology into a wound imaging device. Designed and developed a **Python data analysis pipeline** to validate data and develop regression models, enhancing diagnostic accuracy and **increasing clinician satisfaction**.
- Collaborated with engineering, marketing, and sales teams to **analyze market trends** and develop a **go-to-market strategy** for a thermal camera feature on a wound imaging device, resulting in a 20% increase in feature adoption within the first quarter.
- Drove **product decisions and improvements** by designing a **VBA algorithm** to analyze and validate A/B testing data from clinical trials. Used clinical data to **establish and monitor KPIs**.

Quality Systems Engineering Intern
September 2022 – December 2022

Omniscient Neurotechnology — *Toronto, Canada*
- Led the **end-to-end design, development, and implementation** of a JavaScript-based eQMS workflow **MVP** to automate the tool validation system, reducing errors by 40% and **increasing the team's productivity by 15%**.
- Drove a continuous improvement initiative by **interviewing 25+ internal stakeholders** to identify improvements, understand pain points, and automate the process, **reducing team output time by 30%**.
- Led **root cause analysis and containment** of non-conformances, implemented corrective actions in SOPs, and **eliminated issue recurrence by 100%**, ensuring regulatory compliance and enhancing product quality.

Product Management Intern
January 2021 – April 2021

CauseMatch — *Remote*
- Developed the **product strategy and roadmap** for a fundraising tracking tool, collaborating with development and design teams to execute the **product lifecycle**, resulting in a 15% increase in customer revenue.
- Enabled real-time visibility into metrics for the Sales Team by creating a **SQL database system** to optimize and manage client data.
- Leveraged insights from **15+ user interviews** to develop a **Personalized Campaign Recommendations feature**, resulting in a 25% increase in donor engagement and a 15% boost in campaign participation rates.

TOOLKIT

Skills: Product Lifecycle Management, Scrum/Agile Methodology, User Research and Testing, Data Visualization, AI
Tools: Azure, Figma, Jira, Confluence, SolidWorks, Microsoft Suite, Power BI, Tableau, InVision, CAD, VBA
Development: HTML/CSS, C++, Python (Pandas, NumPy), Matplotlib, JSON, SQL, Javascript