Ava Thompson

Associate Product Manager | Discovery, Delivery & Customer Insight

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SUMMARY

Associate product manager with four years in SaaS product teams, first as a product analyst and now running discovery and delivery for a school administration product's onboarding squad. Runs customer interviews, writes problem briefs with success measures, and works with design and engineering from brief to release.

SKILLS

Product	Discovery, Problem briefs, Backlog prioritisation, User stories, Release planning
Research and data	Customer interviews, Usability testing, SQL, Amplitude, Looker
Tools	Figma, Jira, Confluence, Notion
Certification	Certified Scrum Product Owner, Scrum Alliance (2023)

EXPERIENCE

Associate Product Manager — Jul 2024 – Present

Chalkbeam · Melbourne, VIC

Onboarding squad for a school administration product used by about 600 Australian schools.

- Ran 18 interviews with school administrators and teachers, then turned the findings into the backlog.
- Wrote the brief and success measures for a guided setup checklist; first-week activation for new schools rose from 41% to 46%.
- Cut class import from seven steps to three with design and engineering, after tests with six teachers.
- Review setup support tickets monthly with customer success; three roadmap items came from it this year.
- Maintain release notes and help-centre updates so support hears about changes before schools do.

Product Analyst — Feb 2022 – Jun 2024

Rosterloop · Melbourne, VIC

Analytics support for three product squads at a workforce rostering software company.

- Built weekly Looker adoption reports that gave three squads one view of feature usage and drop-off.
- Mapped support themes to product work; bulk staff invitations cut repeat setup questions by 16%.
- Answered six to eight SQL requests a week from product managers and documented reusable queries.
- Prepared research summaries for quarterly roadmap reviews and took notes in customer interviews.

EDUCATION

Bachelor of Commerce — Feb 2018 – Nov 2021

Monash University · Business analytics major