

ADAM HEPP

Product Manager | Driving Strategy, Zero-to-One Launches & Cross-Functional Delivery

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SUMMARY

Product-minded professional with 7+ years driving measurable outcomes across procurement systems and internal tooling — reducing order processing time by 27%, improving spend visibility by 42%, and achieving 63% adoption on a zero-to-one program launch. Experienced owning the full product lifecycle from discovery and roadmapping through launch and iteration, aligning cross-functional stakeholders without formal authority. Certified product manager currently building a consumer-facing web app end-to-end.

EXPERIENCE

Procurement Service Partner (Product Manager)

Howard Hughes Medical Institute

📅 03/2019 - Present 📍 Chevy Chase, MD (Remote)

- Identified a critical gap between user workflows and business goals within procurement, championing a product management approach that drove software enhancements and reduced order processing time by 27%.
- Conducted end-to-end discovery — including stakeholder interviews, persona development, and journey mapping — to define and validate user requirements, resulting in a Tableau spend analytics dashboard that cut overspent purchase orders by 42%.
- Owned product vision and roadmap for a contracted pricing alert feature; partnered cross-functionally with business systems and supplier relations to drive adoption and deliver 20% cost savings per order.
- Led full product lifecycle for a supplier-specific Procard program — from discovery through launch and adoption tracking — achieving 63% adoption among target users, reducing invoice errors by 34%, and automating end-to-end billing.
- Built automated reporting tools surfacing real-time purchasing insights for lab managers, accelerating decision-making and strengthening budget control across multiple business units.
- Influenced procurement system direction by building consensus across finance, compliance, and operations stakeholders — translating competing priorities into a unified product vision without formal authority.
- Defined success metrics and reporting frameworks to track adoption, ROI, and efficiency gains — directly connecting product outcomes to strategic business objectives.

Inventory Specialist

Wesco

📅 08/2018 - 03/2019 📍 Charlotte, NC

Buyer

Wesco

📅 05/2017 - 08/2018 📍 Charlotte, NC

Assistant Buyer

Fanatics

📅 05/2016 - 05/2017 📍 Charlotte, NC

EDUCATION

Master of Business Administration

Virginia Polytechnic Institute and State University

📅 2020 - 2024 📍 Falls Church, VA

CERTIFICATIONS

Professional Scrum Product Owner I (PSPO I)

Scrum.org

Certified Scrum Product Owner (CSPO)

Scrum Alliance

Product Manager Certification

Product School

KEY ACHIEVEMENTS



Pioneered Product Discipline

Introduced product management function to department to drive UX enhancements, streamline internal tools, and improve overall user efficiency



Product Launch

Led end-to-end development of a real-time spend visibility dashboard, eliminating manual tracking and resulting in reduced PO overspending by 42%



Workflow Optimization

Designed and tested a supplier notification feature using A/B testing, resulting in a 55% drop in manual entry, and smoother onboarding for new users



Product-Led Training Rollout

Created AI-powered training solutions informed by data and user feedback, reducing order entry errors by 45%

PROJECTS

Bills Tailgate Map

Personal Project, In Development

- Designed and building an interactive web app helping Buffalo Bills fans compare private tailgate parking lots near Highmark Stadium.
- Authored a full PRD defining user personas, MVP feature scope, data model, success criteria, and a phased v2 roadmap.
- Managing end-to-end product workflow using Jira for story tracking and Confluence for documentation.
- Partnered with Claude Code to ship the build, practicing modern AI-assisted development workflows.
- Designed a community-driven data submission and moderation system to scale lot data without sacrificing accuracy.

EDUCATION

Bachelor of Science, Global Supply Chain and Operations Management

University of South Carolina

2013 - 2016 Columbia, SC

Bachelor of Science, Finance

University of South Carolina

2013 - 2016 Columbia, SC

TOOLS AND TECHNOLOGIES

Project Management

Jira Confluence

Design and Research

Figma Miro Canva

AI Tools

Claude ChatGPT

SKILLS

Cross-Functional Team Leadership

Product Innovation Product Strategy

Roadmapping User Research

Journey Mapping Public Speaking

A/B Testing Requirements Gathering

Use Case Definition