CHRIS MATTISON

PRODUCT STRATEGY LEADER | 0-TO-1 PRODUCTS | ERP & ORDER-TO-CASH | AI-ENABLED DELIVERY
MBA | Certified Scrum Product Owner | Certified Scrum Master
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SUMMARY

Accomplished Product Leader with over two decades of experience driving customer-centered software delivery at the intersection of business strategy, engineering, and user experience. Proven track record establishing 0-to-1 product vision. Founded and scaled an eCommerce venture from inception to acquisition via rigorous customer discovery, strategic partnerships, and a defined product vision. Expert at navigating ambiguity to define strategic roadmaps, modernizing enterprise architectures, and streamlining operations—delivering a 35% reduction in time-to-market and a 92% decrease in Order-to-Cash errors for a $45M brand. Hands-on pioneer in leveraging AI tools to accelerate requirements discovery, workflow prototyping, and cross-functional execution.

SELECTED IMPACT

- Conducted 1,000+ customer interviews across eCommerce, enterprise, mobile, professional, and regulated software markets.
- Owned or influenced strategy for more than 30 software products.
- Led 0-to-1 product development from customer discovery through beta, launch, commercialization, stabilization, and continued roadmap expansion.
- Cut Order-to-Cash and Electronic Data Interchange (EDI) errors 92% within three months for a $45M-a-year consumer brand.
- Built AI agents that generated 500+ user stories across four concurrent projects and nine functional domains.
- Cut time-to-market 35% with Careington's first product roadmap and intake framework, covering 300 users and about 50,000 provider contracts.
- Founded EZ Truck Store and grew it from $0 to $2M in revenue, then negotiated its sale to Ms. Carita, Inc.

CORE CAPABILITIES

- **Product:** Product roadmaps, Customer discovery and interviews, Personas, A/B testing, Channel optimization, Intake and prioritization frameworks, Requirements elicitation, Joint Application Design (JAD) facilitation, User stories and acceptance criteria, Release management, Agile/Scrum, User acceptance testing (UAT), Risk and dependency management
- **Leadership:** Team leadership and mentoring, Hiring and performance management, IT budget and P&L ownership, Vendor and supplier management, Board reporting, Standard operating procedures (SOPs), RACI responsibility matrices, Metrics and reporting
- **Technology:** Azure DevOps, Continuous integration/continuous delivery (CI/CD), .NET, ASP, SQL, Azure Service Bus, REST APIs, AI agents, Jira, Confluence, NetSuite and Oracle Cloud ERP, custom ERP, Oracle Integration Cloud (OIC), Salesforce, Celigo, Shopify Plus, Magento, EDI

PROFESSIONAL EXPERIENCE

Careington International Corporation **Mar 2026 - Sep 2026**
IT Product Owner (Contract)
Internal platform: 300 users, about 50,000 provider contracts, about 15,000 new each year.

- Led five Product Owners: set team metrics, wrote SOPs and RACI documentation, and interviewed and hired team members.
- Created the department's first product roadmap and implemented an intake and prioritization framework for cross-functional feature requests, cutting time-to-market by 35%.
- Owned four concurrent projects across eight workstreams covering SaaS and custom .NET, ASP, and SQL development, and delivered six months of weekly releases on time, within budget, and within scope.
- Led 50+ JAD sessions and partnered with engineering, design, marketing, and legal to launch 50+ features on schedule.
- Built custom AI agents that generated 500+ user stories, shortening feature scoping across nine functional domains including provider onboarding, contracting, and credentialing.

Cherokee Federal **Sep 2025 - Jan 2026**
Senior Business Systems Analyst (Contract)
Indian Health Service (IHS) Health Data Modernization Program.

- Built a one-week delivery roadmap for a team of about 20 engineers migrating IHS electronic health record (EHR) data from legacy servers worldwide to an Azure data lake, with no prior EHR background.

- Translated federal requirements into product requirements documents (PRDs), Azure DevOps backlogs, and acceptance criteria as part of a 12-person team, setting backlog standards that reduced rework ahead of release milestones.

Momofuku Goods **Jan 2024 - May 2025**

Senior IT Project Manager

Consumer brand with about $45M in annual revenue. Contract, converted to full-time.

- Led Order-to-Cash automation on NetSuite ERP, directing Celigo integrations across Shopify Plus and Amazon, and cut Order-to-Cash and EDI errors 92% within the first three months.
- Delivered Tier-1 EDI integrations for Target and Costco by coordinating finance, supply chain, and engineering, holding a 96% on-time release rate.

Specialized Bicycle Components **Oct 2022 - Feb 2023**

Project Manager, eCommerce / B2B (Contract)

- Managed technical delivery for a $250M Oracle Commerce B2B platform, owning Jira backlogs, system dependencies, and release coordination.

Ms. Carita, Inc. / Ms. Carita SafeTruck **Jun 2014 - Sep 2022**

IT Manager / Product Owner

Two affiliated companies with 30 and 32 employees; held this role concurrently with President and CEO of EZ Truck Store.

- Managed eight direct reports and six technology vendors, owned the IT budget for both companies, and hired and developed the team.
- Built a custom ERP for Ms. Carita and set the technology roadmap across ERP, Salesforce, product information management (PIM), Magento, and EDI; prioritized Azure DevOps backlogs and cut processing times by 52%.
- Implemented and streamlined Order-to-Cash across all three companies, with Celigo API integrations across Magento, Amazon, and ERP to automate order flow and inventory sync.
- Built custom commerce channels for B2B and government customers, and advised executives on IT investments.

EZ Truck Store / EZ Web Industries, Inc. **Apr 2011 - Sep 2022**

President + CEO

5 employees. Sold to Ms. Carita, Inc.

- Founded the company and grew it from $0 to $2M in revenue, owning the P&L, balance sheet, budget and reporting to the board of directors.
- Held thousands of customer conversations and built custom sales channels for specific customer personas, using A/B testing and channel optimization to support marketing.
- Built multi-channel eCommerce operations integrating 25+ storefronts with central ERP and marketplace systems, automating fulfillment and financial reconciliation.
- Managed three direct reports, 16 vendors, and 48 suppliers, and negotiated the sale of the company to Ms. Carita, Inc.

United States Marine Corps **Jun 2003 - Jun 2012**

Sergeant (E-5) | Calibration Technician and Quality Assurance Inspector

- Led and mentored a 15-Marine night crew for three years as a noncommissioned officer, across three deployments.
- Served as quality assurance inspector, signing off on tens of thousands of pieces of calibrated equipment before they returned to service.
- Saved $1.38M in logistics costs as a Lean Six Sigma Green Belt by analyzing and improving operations.

EDUCATION

California State University, Stanislaus | *MBA, Executive / Leadership Studies*

Northwood University | *BS, Management Information Systems*

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO), Scrum Alliance
- Certified Scrum Master (CSM), Scrum Alliance
- Lean Six Sigma Green Belt, Department of Defense