

**JOHN COLER**  
**PRODUCT. COMMUNITY. ORGANIZER.**  
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**PROFESSIONAL EXPERIENCE**

**RFP360**

March 2017 – Present

*Product Owner*

- Manage features, development roadmap, and internal and external enhancement and support requests for the RFP360 web application serving over 18K users (2K daily active users)
- Oversee an offshore development team of 6 developers
- Synthesize product strategy and prioritize initiatives from epics to user stories via market research and user interviews, product, sales, and customer success feedback
- Develop and maintain ticket tracking on product software: Jira, TargetProcess, and YouTrack
- Detail out feature and support tickets for both onshore and offshore development teams
- Reduce customer support-related bugs and create proactive tickets through regression testing
- Assist the customer success team with escalated support tickets, crafting problem-solving communications, and help articles for new features
- Provide non-technical and technical translation of solutions based on the knowledge of the audience

**Pinsight Media (powered by Sprint)**

August 2014 – March 2017

*Quality Assurance Engineer*

- Ensured testing efforts over a series of applications and widgets that reach over 25M users across mobile carriers (Sprint, Boost, Virgin, and Metro PCS)
- Coordinated feedback, user experience, and development for BaconReader for Reddit (iOS) into development cycles
- Analyzed and implemented user data to shift business and design decisions through services (i.e. Flurry, Amplitude, iTunes Connect, and Google Play Developer Console)
- Created and ran test plans on new features and for each production release

**Techstars**

March 2014 – June 2014

*Associate at the Sprint Accelerator*

- Assisted Managing Director and Program Manager in facilitating coverage of 100+ mentors and 10 mobile health startup companies through an intensive 14-week program
- Worked on customer development interviews, provisional patent research, media kits, lead generation, etc.

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**COMMUNITY ENGAGEMENT**

Greater KC Chamber Centurions Leadership Program, Active, Class of 2021

2019 – Present

KCUR 89.3, Generation Listen Leadership Council, Civics Chair

February 2018 – Present

KC Roundtable Meetup, Organizer

March 2017 – Present

TEDxKC, Volunteer Organizer with Youth program

May 2014 – April 2019

Kansas City Startup Weekend, Organizer and Lead Organizer

September 2014 – March 2018

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**HONORS AND AWARDS**

[Startland News KCultivator Profile](#)

April 2018

[Kauffman Foundation KC Connector Project](#), Community Connector

August 2017

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**EDUCATION**

**University of Kansas, Lawrence, Kansas**

May 2013

Bachelor of Science, Business Management and Leadership

Concentration in Entrepreneurship

**Johnson County Community College (JCCC), Overland Park, KS**

July 2011

Associate of Arts