

ANDREW TOWERS

Director of Product Management

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SUMMARY

Product leader trusted with ambiguous, high-stakes enterprise problems: framing the opportunity, shaping the operating model, and leading the teams that deliver. Biases toward working prototypes, testing solutions with users and stakeholders over extended analysis. Leads Bain & Company product engagements from \$655K to \$6.3M across insurance, banking, enterprise SaaS, and regulated utilities, translating executive intent into roadmaps underwritten by hundreds of millions in projected value. An AI practitioner since 2022, now building agentic tools daily: multi-agent pipelines, MCP integrations, and human-in-the-loop review gates that do real production work, with two AI-built products live with paying users.

CORE SKILLS

Solutioning & Strategy: Solution Design, Problem Framing, Opportunity Sizing, Business Case Development, Product Strategy & Roadmapping, Discovery & Definition, Operating-Model Design, Product Operations, OKRs

Applied AI: AI Product Strategy, Agentic Workflow Design, Multi-Agent Orchestration, Human-in-the-Loop Quality Gates, AI Governance & Guardrails, Model Selection & Unit Economics, MCP Tool Integration, AI Enablement

Delivery & Partner Leadership: Agile Delivery, Release Planning, PMO & Governance Design, Risk Management, SOW & Change-Order Scoping, Executive Communication, Systems-Integrator & Vendor Management, Third-Party Integration Strategy, SSO/API Integration Patterns

Tools: Claude & Claude Code, Codex, MCP connectors, Productboard, Jira, Azure DevOps, Miro, Figma, Obsidian

EXPERIENCE

Umbrage, part of Bain & Company — Remote

Director of Product Management | Dec 2025 – Present · **Senior Product Manager** | Jan 2025 – Dec 2025

Sempra (SoCalGas & SDG&E) — rate-case optimization engine | Jun 2026 – Present

- Lead product and delivery for a \$655K optimization engine that lets two regulated utilities model the rate-case strategy behind billions in requested revenue, directing a 10-person cross-functional team to replace analyst-dependent spreadsheet work with a governed application in the client's AWS under SOC 2.
- Own the solution definition with the client's regulatory, finance, and IT stakeholders, covering the data model, the validation path for utility inputs, and the optimization outputs decision-makers act on, sequenced into one coherent release.
- Run client-facing communication and coordination end to end, spanning the weekly PM deck, delivery recaps, and written escalations, and aligning the build team with client stakeholders across project management, architecture, and DevOps at both utilities.
- Earned an approved change order and a \$250K extension backed by a rigorous decision and risk record.

USAA — Home & Auto Ecosystem | Jun 2025 – May 2026

- Primary product lead on a \$6.3M program unifying fragmented home and auto services into one member-facing ecosystem, owning the \$1.295M product-direction workflow and the solution definition the entire build ran against.
- Directed product for a roadmap underwritten by a projected \$1.4–2.3B five-year member-savings case and \$330–350M in pre-tax-income upside.
- Translated a concept validated with 500+ members and 60+ executives into an executable 30-week build program, orchestrating a cross-functional team of product managers, designers, engineers, and architects alongside a 30+ person Capgemini team of engineers, scrum masters, and engineering managers.
- Led product across the partner-integration layer the ecosystem depended on, spanning a 15-partner capability field and seven RFI respondents (CarMax, Cox Automotive, J.D. Power, CARFAX), and carried two through to contracted, built integrations.
- Future-proofed the roadmap with partner-agnostic capability designs: when the lead inventory partner paused, the program pivoted to a rental-fleet partner at 60–80K vehicles/year without redesigning the member experience.
- Won and delivered a \$470K program extension on track against every deliverable, standing up a client product-governance capability the client kept running after rolloff.

Autodesk — Product Operations & Tooling Governance | Jan 2025 – Jun 2025

- Led a team of product managers in designing the operating model for a 5,000+ user product organization fragmented across 14+ tool instances: governance boards, decision rights, an OKR hierarchy, and the reporting framework leadership now runs on, all grounded in a 500+ maker survey and a usage audit showing 33 of 56 custom fields effectively dead.

- Personally drove the highest-risk execution: a ~1,700-member workspace consolidation with a domain change and feature freeze, completed over a single weekend, retiring a competing tool for all in-scope teams.
- Built the enablement layer behind the governance model (onboarding plans, training videos, live training, and office hours), driving adoption that earned three follow-on SOWs and grew a \$31.5K pilot into a \$142K migration engagement.

Career PCS (CareerPCS.com) — Remote

Technical Co-Founder, Product Lead & Lead Developer | Apr 2024 – Present

- Founded and built a veteran hiring platform for the federal SkillBridge program, averaging 8 thousand monthly users: a job board with a live national opportunity map for transitioning service members, and employer HR and applicant-tracking tools that pair a candidate pool with employers such as NASA and GE Aerospace.
- Sole developer of the underlying TypeScript monorepo on Cloudflare Workers, built through a multi-agent pipeline I orchestrate: plans are adversarially pressure-tested before code exists, implementer and reviewer are never the same agent, findings are repaired and re-reviewed until clean, and every test is mutation-checked to prove it can fail. 370 PRs shipped to production behind required review, strict TypeScript, and 104 test suites.
- Launched in May 2024, reached thousands of users in month one, recruited a co-founder, and rebranded; shipped an employer portal built around a compliance dashboard tracking candidate authorizations, cohort status, and Department of War metrics reporting, with every guided client company approved to date.

ComboCurve, Inc. — Remote

Data Product Manager, Data Services | Jan 2023 – Oct 2023

- Established the company's first data-services product strategy and roadmap for a B2B energy forecasting platform, delivering a 2x increase in key forecasting KPIs and championing data services as an upsell motion.
- Led data-integration strategy (public APIs, ETL, synchronization) to double API coverage, and rebuilt the delivery lifecycle to triple development velocity.

U.S. Army — Worldwide

Infantry Officer | Oct 2010 – Oct 2022

Distinguished 12-year career capped by a **Bronze Star Medal**. Excelled at strategic and tactical planning and cross-functional leadership across multi-domain operations, consistently rated in the top 5% of peers. Led organizations of up to 86 people, managed multimillion-dollar asset portfolios, directed a reconnaissance organization as attached infantry to a special operations detachment, and served as strategic advisor to senior Afghan military and civilian stakeholders.

BUILDING WITH AI

Umbrage, part of Bain & Company — AI in enterprise delivery

- Manual status assembly was consuming delivery leadership time on a live engagement. Built an AI-native application wired to 22 tools across six connectors (Jira, Slack, Microsoft 365, Miro, transcription, knowledge base) that surfaces deliverable health against contract acceptance criteria, sprint momentum, and a daily executive brief.
- An AI application touching client data could not run as an ungoverned personal script. Engineered production-grade controls into it, including an append-only decision log, standing agent write-restrictions, and a pre-write compliance check for client PII and contract figures, then routed the application through the firm's internal AI governance before wider use.

The Small But Mighty (TheSmallButMighty.com) — Creator and Editor | Apr 2026 – Present

- Shipping a subscription platform solo would normally require an engineering team. Designed, built, and launched a K–5 curriculum platform, live with paying subscribers, by directing AI agents through the full product lifecycle instead.
- Curriculum production at subscription volume outpaces what one person can write and review. Architected a multi-stage production and editorial pipeline with reconciliation gates that halt on drift, keeping volume automated and judgment human, plus a custom MCP server exposing ten tools through a single audited credential choke point.

EDUCATION & TRAINING

B.A., Economics — East Stroudsburg University

Special Warfare Planner — U.S. Army JFK Special Warfare Center and School

Full-Stack Web Development Certificate — UNC-Chapel Hill Boot Camps (via the Army Career Skills Program)

Data Science Certificate — Digital Workshop Academy