

Thomas Fisher

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EXPERIENCE

Lucid Software | *Sr Product Manager, Internal Systems*

Jul 2024 - Present

- Led the end-to-end launch of Nexus, Lucid's internal billing platform replacing third-party vendor Recurly, cutting median RevOps order fulfillment from 69 hours to under 1 minute and directing ~20 engineers across three teams
- Took over the EBANX payment-orchestration launch in Brazil, Mexico, and Colombia, lifting collections 25% in Mexico and Colombia and adding ~\$306K in incremental ARR
- Enhanced dunning processes to recover \$579K in directly attributed ARR and reduce involuntary churn
- Lead Lucid's first AI enterprise search pilot, connecting an LLM to live billing data through an internal Billing Platform MCP with 15 Slack tools and lifting answer accuracy from 40% to 80% against a 53-question golden dataset
- Originated Lucid's internal AI agents initiative and secured executive sponsorship, a Google Cloud trial, and formal ownership of AI strategy for internal systems
- Built a Claude Code PM workspace and scaled it through org-wide trainings, driving organic adoption across L&D, Product, and BizDev and becoming Lucid's reference architecture for PM AI methodology
- Documented Lucid's end-to-end data anonymization process across 6+ teams for the first time, surfacing ~10 unknown compliance gaps and becoming legal's new source of truth
- Earned Lucid's Quarterly Superstar Award (September 2025) for cross-functional leadership during the Nexus launch

Tesla, Inc. | *Software Product Manager, People Systems*

Apr 2022 - Apr 2024

- Built a Watchlist security tool with engineering, security, and legal that eliminated manual data entry for global security teams and tightened integrations with security vendor systems
- Surveyed users after launch and shipped a module in three weeks that saved global security teams 30 hours per week
- Enhanced the employee mobile app with a more robust employee calendar, increasing monthly usage 5%

Tesla, Inc. | *Technical Program Manager*

Nov 2021 - Apr 2022

- Managed the global pilot rollout of an internal system that streamlined negotiation and signing workflows for legal contracts between Tesla and thousands of suppliers

Tesla, Inc. | *Software Support Engineer, Document Systems*

Aug 2020 - Oct 2021

- Built an internal tool engineers used to create document templates, speeding up development 3x
- Rolled out a new document template type that doubled system throughput and cut manual intervention by 50%

Step Friends LLC | *Co-Founder and CEO*

Nov 2018 - Sep 2023

- Built an application that ran a local business's daily operations, covering point of sale, rentals and returns, and reservations
- Developed a classifieds app for university students to buy/sell housing contracts, reaching ~250 active users at its peak
- Received an I-Corps grant for business idea validation and was accepted into the Google Cloud for Startups Program

EDUCATION

Brigham Young University, Marriott School of Business - GPA: 3.78

Provo, UT

- Bachelor and Master of Science in Information Systems Management

Sept 2013 - Dec 2019

SKILLS AND INTERESTS

- Proficient in Product/Project/Program Management including SQL, Jira, Confluence, Excel/Sheets, and JavaScript
- Product, project, and program management; hands-on agentic AI building including Claude Code, Codex, MCP server design and integration (Atlassian, Slack, Snowflake, internal billing APIs), custom skills and sub-agents, prompt engineering, and evaluation via golden datasets; billing and payments systems (Recurly, EBANX, Salesforce); SQL, Excel/Sheets, Google Apps Script, JavaScript, Node, Angular, Firebase, C#, Jira/Confluence
- Enjoy antique cars, off-roading, documentation, popcorn, 3D printing, golf, motorcycles, soccer, and troubleshooting