

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, reducing median RevOps order fulfillment time from 69 hours to under 1 minute and eliminating dependency on a third-party billing vendor
- Identified and resolved a critical vendor API limitation threatening credit invoice generation by leading cross-functional investigation and producing detailed documentation that enabled a swift fix
- Drafted authoritative source-of-truth documentation for vendor data definitions that eliminated months of recurring confusion and continues to be referenced across teams
- Produced comprehensive launch documentation, end-user guides, and an AI-powered NotebookLM knowledge base empowering the Deal Desk team to independently query and resolve errors following the platform launch
- Discovered a gap in account consolidation business logic, drove requirements alignment across multiple business units, and secured a two-ticket implementation before the gap could impact launch
- Developed a custom UAT metrics dashboard using a Google App script that synthesized progress across multiple business units, providing leadership with real-time visibility into launch readiness
- Spearheaded critical scope-reduction brainstorming and executed a Go/No-Go rubric, successfully aligning diverse stakeholders and executives to keep the project on its target timeline

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

Apr 2022 - Apr 2024

- Collaborated with cross-functional teams (engineering, security, and legal) to build and deploy a Watchlist security tool that completely removed the need for manual data entry by global security teams, made sensitive security workflows more transparent and consistent across sites, and improved the security of Tesla employees and locations worldwide
- Enhanced employee mobile app with a more robust employee calendar resulting in a 5% increase in monthly usage
- Directed efforts to create a unified internal events platform integrating disparate legacy systems to serve as a centralized data source for the global employee calendar
- Facilitated the expansion of sales into new countries by collaborating with HR, recruiters, and legal teams to identify and implement necessary people systems configurations to ensure smooth market launches

Tesla, Inc. | *Technical Program Manager*

Nov 2021 - Apr 2022

- Managed the global pilot rollout of an internally developed system that streamlines the negotiation and signing workflows for legal contracts between Tesla and its thousands of suppliers

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

Aug 2020 - Oct 2021

- Created an internal tool used by engineers to build document templates that sped up development time by 3x
- Implemented a new type of document template globally that improved the overall look and feel of customer facing documents, and in-part resulted in double the throughput of our systems and a decrease in U.S. manual intervention by 50%

Step Friends LLC | *Co-Founder and CEO*

Nov 2018 - Sep 2023

- Built a cloud application that functioned as a point of sale terminal, rentals and returns manager, business report dashboard, and reservation system that was licensed to a local video rental store and ran their day-to-day business operations

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
- Enjoy antique cars, off-roading, documentation, popcorn, 3D printing, golf, motorcycles, soccer, and troubleshooting