

Charlie Dorsey

Senior / Staff Product Manager • Enterprise SaaS • Workflow, Platform & Ecosystem

charliedorsey@gmail.com | 540-580-8604 | Fort Collins, CO | charliedorsey.com | github.com/charliedorsey | linkedin.com/in/charliemdorsey

\$10M+ ARR / 12+ product portfolio • ~20% annual Document Management growth • ~15 / ~25 core / cross-portfolio engineers

PROFILE

Senior product leader with enterprise SaaS depth across workflow, platform, integrations, reliability, and portfolio decisions. At PowerSchool, owned strategy and roadmap for a \$10M+ ARR portfolio spanning 12+ products, led the core Document Management business during ~20% annual growth, and made consequential capacity, platform, and lifecycle decisions across a complex institutional product suite.

Product strategy & roadmap • Customer discovery • Portfolio & ecosystem strategy • Prioritization & ROI • Enterprise SaaS • Workflow products • Platform & integrations • GTM / RFP support

EXPERIENCE

Independent Product & AI Systems Work — Self-directed product building & R&D

2025 – Present

- **Deliberate technical deepening.** Build real products and evaluation systems across legal-tech, education, AI evaluation, and developer tooling; take ambiguous workflows from discovery through requirements, working software, validation, and explicit release boundaries.
- **Discovery to rebuild.** After a practicing attorney rejected the premise of an initial intake concept, re-scoped the actual job and rebuilt it in ~1–2 weeks into Matter, a working legal-document workbench with OCR fallback, conflict detection, provenance, and explicit uncertainty states.

Staff Product Manager — PowerSchool • Remote

Aug 2022 – Jun 2025

- **\$10M+ ARR / 12+ products.** Owned strategy, roadmap, investment sequencing, and outcomes across a multi-product SaaS portfolio; led the dominant Document Management business during ~20% annual growth. Primary product lead for ~15 engineers/QA, with cross-portfolio initiatives regularly spanning ~25 engineers plus external/vendor contributors.
- **Reliability before redesign.** Paused a funded UX redesign I had pushed to prioritize when performance became the real customer constraint; redirected capacity to stabilization, cutting 30+ second core loads to ~2 seconds, bringing 24+ hour/non-completing jobs to ~30 minutes for most and 1–2 hours max, and reducing a 1,000+ issue backlog to ~50 in ~3–4 months before returning to the redesign.
- **Killed sunk work when value collapsed.** Stopped a migration-oriented bulk uploader after Engineering constraints reduced the feasible scale from hundreds/thousands of files to only a few dozen—too close to existing small-job workflows to justify shipping. Reframed the problem around a real migration/ETL path; later customer needs validated 1,000+ file use cases.
- **Platform distribution.** Proposed SIS as the largest internal distribution market for Document Management, defined My PowerHub surfaces across parent/guardian authentication, MFE UI, and SIS data access, advanced the work through platform/UX review, and ultimately exposed Document Management in PowerHub; Engineering owned implementation.
- **Discovery that changed the build.** Convened a district Customer Advisory Board and direct discovery that surfaced two distinct customer populations, materially changing redesign scope before the team overbuilt the wrong solution.
- **Portfolio rationalization.** Sunset 2 legacy products, moved 2 additional capabilities into core/SIS workflows, and defined a community/App Store direction for long-tail extensions to reduce support, sales, and customer complexity.
- **8–10 SIS integrations.** Owned bespoke integrations against legacy REST APIs, defining workflows, data contracts, dependencies, reporting/generated-selection flows, and headless/deep-link patterns with Engineering.

ADDITIONAL EXPERIENCE

- Lead Product Manager, Fractional** — Voyij · Remote

Oct 2023 – Dec 2024

 - **Delivery turnaround.** Engaged directly by the CEO to fix chronic delivery unpredictability; diagnosed root causes, introduced lightweight operating rhythms that improved predictability within roughly a quarter, and served as the CEO–Engineering execution bridge.
 - **Website rebuild.** Led a full website redesign and rebuild from scope and prioritization through cross-functional delivery and go-live on a modern stack.
- Product Owner** — PowerSchool · Roanoke, VA

Sep 2019 – Aug 2022

 - **Mobile product operations.** Owned the parent-facing Mobile product’s day-to-day operating surface across priorities, releases, app-store delivery, support/escalations, analytics, demos, and cross-product integrations; maintained 100% YTD OLA compliance across 1 P1 and 10 P2 tracked tickets while building Jira alerting to surface issues before breach.
 - **Naviance + SIS integration.** Defined admin and family portal workflows, removed a cross-team delivery dependency through stable deep links, and deliberately deferred higher-cost tokenized/per-student navigation when the incremental value did not justify the complexity.
 - **Counselor workflow.** Led product definition across school/district roles and permissions, mass student assignment, configurable UI, and Staff API exposure; protected the coherent core workflow under constrained capacity by deferring lower-value reporting work and demoed the feature to senior leadership.
- Project Manager** — PowerSchool · Roanoke, VA

Apr 2018 – Sep 2019

 - Coordinated 30+ concurrent initiatives with executive visibility and supported launches associated with roughly \$5M+ ARR impact.
- Investment Associate** — Commonwealth Growth Group · Roanoke, VA

Jun 2016 – Feb 2018

 - Sourced and evaluated 100+ startups; advanced 3 to term sheet and supported diligence and financial analysis on a \$2M investment.

SKILLS

Product: Product strategy & roadmap · customer discovery & workflow analysis · prioritization & ROI · portfolio / ecosystem strategy · product lifecycle & sunset · metrics / OKRs / guardrails · product requirements · GTM & stakeholder alignment

Enterprise / Platform: REST APIs · integrations · data contracts · micro-frontends · multi-tenant identity · document management & e-signature · localization / internationalization · FERPA / PII · security & privacy review · product-side RFP support

AI / Technical: AI-enabled workflows · LLM evaluation & verification · provenance & confidence gating · human-in-the-loop design · Python · C · Rust · Swift · SQL · Next.js · LiveKit

EDUCATION & BEYOND

Davidson College — B.A., Political Science | Advanced conversational Spanish | Ultramarathoner · 1,300+ day consecutive running streak