

Amber Harriger

alharriger@gmail.com | +1 (765) 532-5083 | Denver, CO | amberharriger.com | linkedin.com/in/amber-harriger

Product manager with 8+ years building enterprise B2B2C software across financial services, cybersecurity, and HR tech. Owned 0-to-1 product strategy across a 50+ person organization, from 3-to-5-year vision through execution, on products that grew to 1,300+ customers and \$80M ARR. I do my best work in ambiguous new problem spaces, getting close to customers and asking the right questions until the real problem shows itself, and I ground decisions in what the data is saying.

EXPERIENCE

Career Sabbatical

July 2025 – Present

Traveling and personal development across 15+ countries; Spanish language immersion.

- Built One Day Stronger, an AI-powered physical therapy app, with Claude Code, taking it from concept to a working MVP with personalized rehab plans and exercise tracking that drive behavior change in recovery.
- Developed an AI-augmented operating system for my product work using custom skills, scheduled agents, and Claude Code, going from strategy to working prototype in a fraction of the usual time.

Product Manager

Sept 2021 – July 2025

Workday, Denver, CO

- Owned the 0-to-1 employee self-service product area from concept through launch, defining a 3-to-5-year strategy, balancing trade-offs across multiple development teams, and validating product-market fit through 15+ customer research sessions.
- Partnered closely with engineering on architecture and technical tradeoffs, drawing on a software engineering background to turn complex constraints into simple, intuitive self-service experiences.
- Built a continuous discovery practice through 150+ customer interviews and a design partner program with 10+ trusted customers, translating complex user needs into clear product requirements, user flows, and decision frameworks for engineering and design.
- Led employee-centric AI product development from concept through roadmap integration, partnering with design, engineering, and research teams across the talent organization to develop a point of view on where emerging technology could unlock meaningful everyday value for users.
- Established a value realization framework, north star metrics, and experimentation systems for Journeys, collaborating with analysts to define success metrics and using data to improve outcomes across adoption, engagement, and retention.
- Reduced customer time-to-value from 6 months to 4 months through streamlined implementation and new self-service functionality, contributing to growth from launch to 1,300+ customers and \$80M ARR while maintaining 90%+ customer satisfaction.
- Designed and institutionalized an annual strategic planning methodology, leading through influence to drive VP-level alignment on multi-quarter product roadmap, vision, and success metrics across a 50+ person team.
- Restructured platform information architecture and navigation to support employee self-service, scalable growth, and future AI capabilities, simplifying complex technical topics for executive and cross-functional audiences.

Product Manager

May 2020 – Sept 2021

VMware Carbon Black, Denver, CO

- Defined Security Business Unit product vision and roadmap, securing leadership alignment on strategic investment priorities for the Carbon Black Cloud platform, an area defined by high trust and privacy-sensitive constraints.
- Drove on-premise to cloud migration strategy across coordinated hardware, software, and cloud services, delivering features that converted customers representing \$20M in ACV.

Senior Product Owner

June 2019 – May 2020

Capital One, Chicago, IL

- Generated an estimated \$50M in yearly NPV through delivery of six new user-tested features on the card application website, working within a highly regulated environment.
- Drove the migration of two major application channels covering approximately 800,000 new applications per year.

Software Engineer

Sept 2017 – June 2019

Capital One, Chicago, IL

EDUCATION

BS, Computer Science and Engineering

The Ohio State University

2013 – 2017

SKILLS

Product Leadership

Product Strategy

Product Operations

Go-to-Market Strategy

Stakeholder Management

Cross-Functional Leadership

Agile / Scrum

Information Architecture

Executive Communication

AI and Research

AI Product Development

AI Prototyping (Claude Code)

Continuous Discovery

Voice of the Customer

User Research

Data Analysis

Context Engineering

Domain Expertise

Enterprise SaaS

B2B2C

Platform Products

HR Tech

Financial Services

Cybersecurity

AI/ML Products