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Cameron Rankin

Professional Summary

Program Manager with 9+ years of experience across Payroll, Benefits, HRIS, ATS, and Healthcare. Track record of streamlining processes, leveraging data for decisions, and delivering large-scale projects/releases. Developer with experience using React, ExpressJS, NextJS, MongoDB, and PostgreSQL. Committed to delivering high-quality results and continuous improvement in dynamic environments.

Developer Experience

Freelance Web Development   June 2023 - Present
- Launched interactive landing page for crafts & wares commerce website to document potential customers (React, NextJS, EmailJS)
- Released landing page for music production project with CMS Blog and Streaming APIs (React, EmailJS, NextJS, SanityCMS)
- Developed recipe scraping app to parse key information and use MongoDB as a database (React, ExpressJS, MongoDB, CheerioJS)
- Shipped weather app across 3 APIs to show daily/weekly conditions with clothing suggestions (React, TailwindCSS, Express, NextJS)

Professional Experience

Gusto (HRIS for SMB Payroll/Benefits/Compliance)   New York, NY
Program Manager, PMO (Payroll Operations)   August 2023 - Present

- Owned payment operations roadmap, backlog, and strategy for all tax, filing, and compliance related programs (330,000+ customers)
- Led annual filing feature rollout with design, product, and data teams regarding changes to tax filing process (~$4,000,000 ARR)
- Managed rollout of automation functionality in SFDC for tax notice resolution (estimated ~3.5% deflection rate of all future notices)
- Defined strategy and scalability for tax notice resolution workflows while rolling out pilot of Payroll APIs with JPMorgan Chase Bank

Greenhouse Software (Applicant Tracking System)   New York, NY
Program Manager, PMO (Business Operations)   June 2021 - May 2023

- Led team of UI/UX designers and engineers to update central app elements in Figma, successfully preparing for product reskin.
- Executed launch and established comms strategy for customer-wide (4000+) application reskin with product design & marketing
- Managed implementation of single-sign-on provider (Okta) with IT & Security Teams for 800+ employees
- Drove implementation of product adoption software (Pendo) and guide creation process with product, data science, customer enablement, and product marketing teams to release, impacting 80,000+ Recruiter/Hiring Manager user base

Project Manager, PMO (Professional Services)   March 2019 - May 2021

- Led 60+ Enterprise customer implementations (>$3,000,000 ARR) across GH product suite, HRIS integrations, and data migrations
- Designed scoping and implementation process for all ENT customers and realized a decrease in implementation timeline by ~10%
- Trained new project managers, implementation strategists, and account executives on ENT implementation process (~20 EEs)

Justworks (HRIS PEO for SMB, Payroll/Benefits/Compliance)   New York, NY
Onboarding/Account Manager (Customer Success)   August 2017 - March 2019

- Managed 70+ SMB accounts (>$800,000 ARR) & onboarded 25+ companies (>$140,000 ARR) for benefits, payroll, & product use
- Created SQL reports to streamline onboarding & account management processes (reduced time for manual lookups by 60%)

Epic Systems (Electronic Healthcare Records Software)   Madison, WI
Project Manager (Implementation Services)   July 2015 - July 2017
- Managed 4 analysts/trainers to implement scheduling/patient registration modules of EHR (~20% appointment utilization increase)
- Developed UAT and end-to-end test scripts for integrations across 10,000+ end users
- Created 20+ unique versions of training documentation/best practices to teach 1,000+ end users new software workflows

Education

The Ohio State University   Columbus, OH
B.S. Behavioral Neuroscience & B.S. Psychology   September 2011 - May 2015

Skills/Software

- **Programming Languages:** *Javascript, Ruby*
- **Frameworks/Libraries:** *Express, Jest, React, RSpec, Ruby on Rails, NextJS, Tailwind CSS*
- **Project Management:** *Asana, Jira, Smartsheet, Trello, Visio*
- **Database:** *MongoDB, SQL, PostgreSQL*