Magdalena Kura

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PROFILE

Strategic-thinking, data-minded product manager with 5 year track record of delivering successful early stage projects (Business Express Portal) and mature products (TurboVote). Passion for foreign affairs, and extensive experience working overseas in Bosnia, Spain and Belgium.

RELEVANT WORK

Product Manager (March 2018 - Present) at Empatico.org. NYC, U.S.

Empatico, an initiative of The KIND Foundation, is in the early stages of creating a free tool for teachers to connect their students to classrooms around the globe using video conferencing technology.

Product Manager (Sept 2016-Jan 2018) at Democracy Works. NYC, U.S.

Democracy Works is a civic tech startup with a mission to make voting easy.
‣ Led the vision, development and product management behind TurboVote, voter registration and election reminder tool.
‣ Led a product team of 3 remote engineers; liaised between technology team, customers and support teams to determine user needs and from there drafted epics, user stories, and visual mockups (blogged about it here and here)
‣ Supervised 2 help desk staff. Led research department collecting datasets of 5000+ elections yearly
‣ Executed 3 usability studies with more than 50 participants
‣ Introduced the product's first roadmap, implemented prioritization and customer feedback collection tools
‣ Developed company dashboards to track user engagement and feedback
‣ Retired old TurboVote platform, and led migration of 400,000 user accounts in the process
‣ Created Election Day help center

Change Management Lead, Product Owner (2013-2016) at the Office of Governor Andrew Cuomo. NYC, U.S.

‣ Led cross-functional team that launched Business Express Portal- an enterprise-wide project aimed at consolidating all business related transactions in New York State (NYS) government.
‣ Direct supervisor of a team of 12 business analysts
‣ Delivered all business requirements and specs of the Business Express portal
‣ Reduced Licensing Complaint Bureau backlog by 80% in 2 months using BPM and Lean Management methodologies
‣ Developed mobile-based ESL learning program for 1000+ immigrants in NYS
‣ Redesigned the Manhattan Chelsea Office of Department of Motor Vehicles from an inefficient, slow government office to a location that now routinely scores 4-star reviews on Yelp

Distinguished Arthur Sist Fellow (2011) at USAID/CID Parliamentary Strengthening Project. Sarajevo, Bosnia

‣ Assisted the development of analytical framework for processing of 60-70 audit reports
‣ Conducted 30+ interviews with prominent parliament figures. Organized first in the region town hall meetings
‣ Wrote 6 success stories evaluating the project's areas of impact, prepared 10+ reports for USAID newsletter on oversight bodies of the Bosnian Parliament

EDUCATION

Master of Public Administration, *Rockefeller College* (2010 - 2012)
Academic focus: Public Finance and Global Affairs
Semester abroad in Madrid, Spain

Bachelor of Science *State University of New York at Albany* (2007 - 2010)
Academic focus: Business and Russian language
Studied abroad in Argentina, Chile, China and Russia

SKILLS AND PERSONAL PROJECTS

Languages. Fluent in Polish. Conversational knowledge of Spanish.
Event Planning. On behalf of Pax Christi International, organized 200 people interfaith retreat to Poland.
Data Analysis and Visualization. Expert in Excel. Working knowledge of SQL. Completed General Assembly bootcamp in Python (Aug 2017)
Personal Projects. Built 16-foot wooden sea kayak. Established a community garden in Edgewater, NJ. Leads monthly 'Country Club' - discussion group on culture and history.