

AUSTIN MICHAEL ABELL

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PROFESSIONAL SUMMARY

Accomplished PRODUCT MANAGER driven by exceptional aptitude for customer and stakeholder empathy, analytical problem solving, and holistic “big picture” comprehension to successfully ideate, develop, launch, and evolve user-centric solutions that serve market needs and business objectives.

Experience includes owning the end-to-end selection, development and growth of core products and services; planning and managing strategic initiatives across a global matrix of functional and business stakeholders; and applying deductive and inductive reasoning to diagnose problems, identify solutions, and scale best-practice enablement across a global client network of C-suite and functional leaders at Fortune 1000 companies.

Areas of Expertise include:

- Lean product development and management
- Customer advocacy and UX strategy
- Agile collaboration w/ remote technical teams
- Human-centered Design Thinking methodologies
- Strategic business planning and execution
- Data analysis, root causing, and qualitative research

PROFESSIONAL ACCOMPLISHMENTS

Product Development & Management

Business Products and Platform, Gartner (2017 – present)

- Own product development and management of the new Gartner for Finance Leaders business; collaborating with leaders across research, marketing, sales, account management, and corporate functions to steer the product configuration, go-to-market strategy, and ongoing business evolution.
- Inform and execute strategy aligning CEB’s business units with Gartner’s product and service models.
- Manage the enterprise-wide reconciliation of 200+ CEB tools and services with legacy Gartner offerings.

Ignition Diagnostic, CEB/Gartner (2015 – present)

- Own global vision, roadmap, and results of key product versioned for 40+ business units across CEB; steering product evolution from a manually facilitated tool requiring variable costs, to an automated tool that enables simplified real-time participation in a highly scalable manner.
- Manage product’s expedited migration from CEB to Gartner web platforms and business systems following its designation by M&A leadership as the highest priority tool to deliver across the integrated client base.

Middle-Market Division, CEB/Gartner (2014 – present)

- Collaborate with senior leadership across seven business units generating \$100M+ revenue annually to set and execute strategy for product development, channel engagement, and market entry.
- Drove engagement strategies that reversed declining web metrics to achieve best-ever YOY improvement.

Analytical Research & Problem Solving

Business Products and Platform / Ignition Diagnostic / Middle-Market Division, CEB/Gartner (2014 – present)

- Apply Design Thinking and Lean product development methodologies to rapidly detect customer objectives, validate challenging problems, refine actionable solutions, and test market opportunities.
- Perform a wide scope of analytic activities that include market sizing, financial modeling, competitive positioning, customer needs sensing, and product quality assessment.

Peer Pulse pilot / Enterprise Risk Management Leadership Council, CEB (2013 – 2014)

- Owned fast-cycle research projects that delivered client briefs attaining pilot’s highest net promoter scores.
- Researched and authored best-practice case studies for keynote deliverables presented at conferences.

By-Product Synergy Network, United States Business Council for Sustainable Development (2009 – 2010)

- Assessed companies for inclusion with cross-industry network repurposing waste outputs to energy inputs.

Consultancy on American Recovery and Reinvestment Act, Strategic Partnerships Inc. (2009)

- Analyzed stimulus programs and synthesized insights to produce concise briefs for business clients.

Stakeholder Leadership & Partnership

Business Products and Platform / Ignition Diagnostic / Middle-Market Division, CEB/Gartner (2015 – present)

- Partner with mid-, senior-, and executive-level stakeholders across the enterprise to drive strategic efforts.
- Provide well-defined user stories, product mockups, and design feedback to inform development projects.
- Implement Agile tactics and tools with remote technical teams to improve development quality and speed.

Social Enterprise Incubator and Co-Working Space, Propeller (2012 – 2013)

- Facilitated pre-launch strategic and operational planning in collaboration with community and organization leaders to set impact metrics, manage partner relationships, and drive stakeholder engagement.

EDUCATION

Darden School of Business – University of Virginia, Charlottesville, VA
Specialization in Design Thinking and Business Innovation, Executive Certificate

Tulane University, New Orleans, LA

University of Texas, Austin, TX

Majors: *International Relations* and *Latin American Studies*, Minor: *Architecture*, Bachelor of Arts

PROFESSIONAL EXPERIENCE

Associate Product Director, *CEB/Gartner*, 2017 – present

Washington, DC

Senior Product Analyst, *CEB*, 2015 – 2016

Washington, DC

Product Analyst, *CEB*, 2014 – 2015

Washington, DC

Research Analyst, *CEB*, 2013 – 2014

Washington, DC

Nomadic Writer and Blogger, *Freelance*, 2011 – 2012

South Korea, Indonesia, Malaysia, Thailand, India, Spain, Italy, Ireland, England

ESL Teacher, *International Language School*, 2010 – 2011

Geoje Island, South Korea

Research Associate, *United States Business Council for Sustainable Development*, 2009 – 2010

Austin, TX

Consulting Research Associate, *Strategic Partnerships Inc.*, 2009

Austin, TX

Business Development Manager, *Meltwater News*, 2008

Mountain View, CA and Austin, TX

Legal Assistant, *Law Offices of Sally D. Fleming*, 2007

New Orleans, LA

VOLUNTEER EXPERIENCE & SOCIAL IMPACT RECOGNITION

Global Fellow, *StartingBloc*, 2015 – present

Service Fellow, *CEB in the Community*, 2017

Strategic Consultant, *Generation Enterprise*, 2015 – 2016

Research Consultant, *Ashoka*, 2013

Development Manager, *Propeller*, 2012 – 2013

Outreach Coordinator, *Political Asylum Project of Austin* (now *American Gateways*), 2007 – 2008

Founder, *New Orleans Cooperative Housing Association*, 2006 – 2007

ESL Teacher, *Catholic Charities* and *Hispanic Apostolate of New Orleans*, 2006 – 2007

Member, *Inter-Cooperative Council*, 2005