

# Ian Dinsmor

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## Product Owner | Product Manager | Technical Program Manager

Operational | Knowledgeable | Builder

Organized, analytical, and delivery-focused Technical Program Manager/Product Owner/Business Analyst with 10+ years of experience in full life cycle software development and product management. Proven expertise in requirements gathering and writing, cross-functional team coordination, stakeholder reporting, Agile methodologies, and backlog management. Experienced leading programs across globally distributed teams in fast-paced, high-visibility environments.

### Career Highlights

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- Delivered the 2025 Zillow Rebrand on time and in scope as TPM, coordinating across 3 legacy brands with zero downtime and no residual technical debt.
- Progressed from single-team Business Analyst to Technical Program Manager, scaling scope and impact across multiple concurrent programs and cross-functional teams at Zillow.
- Established a consistent track record of becoming a Subject Matter Expert across every product and domain touched — accelerating team effectiveness and stakeholder confidence.
- Built cohesive, high-functioning relationships across cross-functional teams, earning trust at every level from individual contributors to senior leadership.

### Areas of Expertise

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**Program & Product Management:** Technical Program Management, Product Roadmap Planning, Agile/Scrum, Sprint Planning, Backlog Grooming, Backlog Prioritization

**Analysis & Documentation:** Requirements Gathering, Requirements Writing, Business Process Analysis, User Story Authoring, Figma, Wire Framing

**Tools & Technologies:** JIRA, Azure DevOps (ADO), SQL, MS Office Suite, Google Workspace, Claude, Claude Code, ChatGPT, Cursor, Replit, Vibe Coding

**Soft Skills:** Cross-functional Collaboration, Stakeholder Communication, Risk Identification, Relationship Building

### PROFESSIONAL EXPERIENCE

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**Zillow Group** (Chicago, IL)

10/2023 – 04/2026

#### Technical Program Manager

Cross-functional program leader with a track record of on-time delivery across multiple engineering teams and high-visibility initiatives. Skilled at aligning stakeholders, surfacing risks early, and translating complex technical programs into clear executive narratives.

- Managed program execution across 3 veteran engineering teams, tracking initiative progress, surfacing roadblocks, and driving on-time delivery.
- Partnered with product and engineering managers to align on program scope, priorities, and technical dependencies across multiple concurrent workstreams.
- Lead early-stage discovery sessions with product and engineering stakeholders to proactively identify technical risks and cross-team dependencies.
- Led cross-functional delivery of the 2025 Zillow Rebrand initiative across 3 legacy pods, updating online branding for 3 products — delivered on time, with zero downtime and no residual technical debt.

- Facilitated recurring checkpoint meetings across workstreams to maintain alignment and escalate developing risks to senior stakeholders.
- Produced and distributed weekly program status reports to high-visibility stakeholder channels, ensuring leadership has timely and accurate delivery insights.
- Established mentorship relationships with Senior Principal and Principal-level professionals across multiple disciplines to accelerate role growth.

**Alliant Credit Union (Chicago, IL)**

01/2023 – 10/2023

**Technical Business Analyst**

Supported end-to-end feature delivery for the mobile banking app of Illinois' largest credit union, collaborating closely with product, development, and QA teams to drive clarity and quality. Owned user story authoring in Azure DevOps and contributed to refinement, testing, and cross-functional alignment across the full development lifecycle.

- Supported the Mobile Banking Product team in maintaining and enhancing the mobile app for the largest credit union in Illinois.
- Collaborated with the Mobile Product Owner to document, understand, and prioritize upcoming features and enhancement requests.
- Authored all mobile feature and enhancement user stories in Azure DevOps (ADO), ensuring clarity and completeness prior to development.
- Built strong cross-functional relationships with the product manager, SQA team, and mobile developers to deepen understanding of business rules and technical implementation.
- Collaborated with the Scrum Master to ensure story refinement metrics were accurate, meaningful, and actionable.
- Participated in bi-monthly SQA testing of mobile builds across iOS and Android platforms.

**ShowingTime, Inc. (Chicago, IL)**

03/2020 – 10/2023

**Business Analyst**

End-to-end BA ownership across two globally distributed Agile teams for a Realtor-facing scheduling platform at scale. Bridged stakeholder needs and development execution through precise requirements, disciplined backlog management, and consistent delivery.

- Sole Business Analyst supporting two highly visible, globally distributed Agile development teams for the Residential Real Estate Scheduling product.
- Translated user stories and stakeholder use cases into detailed requirements delivered as end-user functionality within the ShowingTime desktop and mobile applications, used by millions of Realtors nationwide.
- Groomed, maintained, and prioritized feature tickets and defects within the JIRA backlog to ensure a balanced and efficient development queue.
- Fostered open, proactive communication across multiple stakeholder levels to support alignment and delivery consistency.
- Ensured monthly delivery of complete, functional features aligned with roadmap deadlines and cost estimates.

**VelocityEHS (Chicago, IL)**

03/2016 – 04/2020

**Product Business Analyst II**

- Oversaw multiple functional areas of the Chemical Management product, including long-term planning, requirements gathering, project scoping, and delivery of product enhancements.
- Managed the product backlog by prioritizing defects, assessing customer impact in collaboration with customer care leads, and balancing new feature development with defect resolution.

EARLIER CAREER EXPERIENCE

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**Content Operations Manager** · MSDSOnline/VelocityEHS (Chicago, IL)

**Production Associate** · ShopLocal, LLC (Chicago, IL)

**Accounting Intern** · University of Michigan (Ann Arbor, MI)

EDUCATION, LICENSES and CERTIFICATIONS

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**B.A - Sociology** · DePaul University