

COLTON CHYNOWETH

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PROFESSIONAL SUMMARY

Product & Project Management professional with hands-on experience across product discovery, roadmap planning, and end-to-end operational execution. Proven ability to lead cross-functional teams, drive process improvements (40% reduction in operational failures), and deliver user-centered features from concept to launch. Top 10% performer in product management externships at News Corp and BeReal.

Core Competencies: Product Roadmapping · Agile/Scrum · Stakeholder Management · Process Optimization · User Research · Cross-Functional Leadership · KPI Tracking · Risk Mitigation

PROFESSIONAL EXPERIENCE

Extern – News Corp / NY Post | Product Management Externship *March – May 2026*

- Worked directly with the VP of Engineering to apply product lifecycle management and design a new feature for the NY Post app aimed at increasing reader retention and daily engagement.
- Mapped real user journeys through the NY Post app, identifying friction points and drop-off patterns that informed the feature concept.
- Benchmarked top consumer apps on engagement mechanics, synthesizing competitive insights into a clear positioning strategy.
- Built and tested a visual prototype, gathered peer feedback, and iterated on the concept before final presentation.
- Delivered a polished 5–7 slide feature proposal to senior leadership, grounding recommendations in user research, editorial values, and business impact.
- Recognized as a Top Performer (Top 10%) for exceptional strategic initiative, execution velocity, and presentation quality throughout the product's launch lifecycle.

Extern – BeReal | Product Management Externship *October – December 2025*

- Recognized as a Top 10% Performer for driving cross-functional alignment and benchmarking major competitors (TikTok, Instagram, Snapchat) to uncover growth opportunities for BeReal.
- Designed a new BeReal feature concept, Live Moments, delivering optional event-based posting prompts tied to concerts and sports moments while preserving authenticity.
- Led the full product process from problem discovery to pitch using agile/scrum methodologies, including user research, feature definition, prioritization, and roadmap planning.
- Conducted structured research using a focus group and survey, synthesized qualitative insights, and identified key themes around motivation, authenticity, and notification fatigue.
- Created user stories, acceptance criteria, RICE scoring, and clear success metrics (MAU lift, post-completion rate, notification open rate) in Jira.
- Built and delivered a 4–5 minute executive pitch with slide deck, evidence pack, and recommendations based on user feedback.
- Produced lightweight prototype concepts and event-based flow mapping to demonstrate feature usability and emotional value in real-world contexts.

United States Postal Service | Operations & Project Manager *2022 – Present*

- Lead end-to-end operational workflows for 15+ team members in a 24/7 high-volume environment, serving as project lead for process improvement initiatives and ensuring disciplined execution.
- Overhauled intake and tracking systems using root-cause analysis and workflow optimization, reducing recurring operational failures by 40%.
- Maintain a 95% on-time delivery rate by balancing resource capacity against shifting stakeholder demands.
- Implemented continuous improvement initiatives, using data from delivery performance and defect logs to prioritize operational fixes and monitor impact over time.
- Collaborated with cross-functional partners across logistics, customer service, and compliance to align priorities, clarify requirements, and de-risk operational changes.

United States Postal Service | Mail Carrier *2013 – 2022*

- Delivered mail to 1,100+ residential and business addresses daily, consistently meeting strict time windows and accuracy standards.
- Managed route planning, prioritized delivery sequences, and adapted to changing conditions to maintain service quality.
- Resolved customer issues, clarified delivery expectations, and communicated service updates to build trust and satisfaction.
- Maintained detailed records of deliveries, undeliverable mail, and route changes, ensuring compliance with USPS procedures.
- Collaborated with supervisors and fellow carriers to identify process improvements that reduced route delays and errors.

EDUCATION & CERTIFICATIONS

Grand Canyon University — Bachelor of Science, Digital Design, 2024

Alison — Diploma, Project Management, 2025

SKILLS & EXPERTISE

Project Management: Agile/Scrum, SDLC, Workflow Optimization, Risk Mitigation, Cross-Functional Leadership, Product Lifecycle Management

Product Strategy: User Journey Mapping, Product Discovery, Competitive Benchmarking, KPI Tracking, User Research

Technical Skills: Jira, Asana, Adobe Creative Suite, Canva, MS Project, n8n, Google Gemini