Patrick Ware

Project & program manager with 7 years' experience using data to launch features and products. Enthusiastic about solving problems and building scalable solutions, coupled with a strong technical background in analytics and software.

Leadership and Work Experience

Lyft   San Francisco, CA (Remote)
Associate Program Manager   May 2023 – Present

Led technical and cross-functional initiatives to achieve compliance with complex regulatory requirements in US and Canada, aligning engineering, legal, and operations teams to deliver critical product solutions impacting 100k+ users.

- Translated complex regulatory requirements into enforceable technical configurations involving multiple services, reducing onboarding friction and optimizing user funnel conversion to enable expansion into 12 international markets.
- Developed a streamlined regulatory auditing and implementation strategy for black car product, enhancing operational efficiency and compliance through strategic insights and system knowledge, unlocking $2M business opportunity.
- Provided technical guidance as functional owner of business-critical compliance service to three partner engineering teams, advising on approach, implementation, and system interactions for expanded use cases and initiatives.
- Managed team analytics and technical configuration processes, implementing data best practices to standardize reporting and establishing QA protocols, reducing incidents by 100%.

Lyft   San Francisco, CA (Remote)
Project Manager   Oct 2021 – May 2023

Managed project strategy, impact, and execution by engaging key stakeholders to define initiatives and scope, delivering on milestones to meet business objectives and regulatory deadlines.

- Owned technical and operational execution of projects end-to-end to develop scalable product solutions, leveraging internal tools and services in innovative ways to drive over 50 unique regulatory initiatives forward.
- Led team data analysis initiatives utilizing advanced SQL analytical tools and techniques to extract meaningful insights and establish baseline metrics and guidance for three unique driver compliance issues.
- Optimized annual insurance renewal initiative by consolidating analytics, user communications, and vendor relations workstreams under single ownership, using data-driven insights to retire manual workflows and reducing ops hours by over 20% while maintaining on-time user renewals and market balance.
- Collaborated with engineering team to scope and build new compliance platform, identifying and prioritizing features and functionality to enable efficient internal workflows and improve user experience for over 500 daily internal users.

MIG Consulting   Berkeley, CA
GIS Specialist   Jun 2018 – Oct 2021

Project lead providing geospatial datasets and analytical insights as Geographic Information Systems (GIS) subject matter expert for 200-person consulting firm serving the public sector.

- Designed detailed mobile data collection applications with optimized logic to handle nuances in data methodology, and intuitive and informative user interfaces to efficiently evaluate over 20,000 built features in the public right-of-way.
- Integrated comprehensive datasets into reporting dashboards and web applications, streamlining client project management and reporting capabilities for over $500M in capital improvement projects.
- Automated manual data classification and processing operations through development of Python scripts and toolkits, increasing accuracy of large datasets and reducing quality control time by over 30%.
- Advanced geospatial practices and data products across a range of initiatives throughout the firm.

Korbel Champagne Cellars   Guerneville, CA
Lab Technician II   Mar 2017 – Apr 2018

- Conducted extensive analysis with precise calculations and a critical eye for data inconsistencies.
- Tracked and analyzed information on thousands of products using winery data management software.
- Ensured product consistency through in-depth quality control analysis during all production phases.

Simi Winery   Healdsburg, CA
Lab Technician Intern   Aug 2016 – Dec 2016

- Monitored daily ongoing progress on hundreds of products with a keen attention to detail.
- Completed detailed chemical analyses throughout the entire product lifecycle, tracked and managed all results.

Finger Lakes Institute   Geneva, NY
GIS Infrastructure and Mapping Intern   Nov 2015 – May 2016

- Built spatial datasets for sustainable infrastructure using GPS collection and digitization methods.
- Modeled local urban development changes to identify and build upon successful revitalization initiatives.
- Performed spatial analysis of vineyard terrain and soil characteristics to study benefits of planting patterns.

Technical Skills

- **Languages:** Python, SQL, JavaScript (ES6), HTML, CSS
- **Frameworks:** React, Django, Express, Node
- **Other Tools:** Git, Airflow, Heroku, MongoDB, Redux, Bash
- **Software:** Jira, Mode, ESRI ArcGIS, Figma

Education

Kickstart Coding
16-week software engineering program focusing on full stack JavaScript and Python

Hobart College
B.A. Environmental Studies *cum laude*, Spanish Minor