

Tyler Wick

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SUMMARY

Product manager for geospatially enabled enterprise platforms, with more than five years in Accela's product organization progressing from project management into associate product management and product management. Directed GIS/ArcGIS Enterprise integration work for a market-leading government platform: compatibility analysis, upgrade sequencing, customer communications, and rollout planning. Strong on platform constraints, APIs and integrations, data and field workflows, migration programs, and translating technical dependencies into plans that engineering, services, and customers can execute.

EXPERIENCE

Accela, Inc — market leader in process automation software for state and local governments

Product Manager | Mar 2024 – Jul 2026

- Directed ArcGIS Enterprise compatibility analysis, upgrade sequencing, customer communications, and rollout planning across Accela's ArcGIS-integrated customer base.
- Assessed 15 emerging Esri GeoAI capabilities and prioritized the top opportunities against customer value, technical readiness, and operational constraints.
- Helped productize and expand Accela's 2023 Rapid Damage Assessment offering with new geospatial and mobile capabilities, including Esri Survey123 integration for emergency-management field workflows.
- Managed the legacy PublicStuff CRM end-of-life program through a multi-year platform transition: retention strategy, feature parity decisions, defect prioritization, and incident management.
- Delivered monthly roadmap and status readouts to CEO and C-suite stakeholders; supported agency product-evaluation (RFP) responses as platform subject-matter expert.
- Built GIS and project-management agent workflows to research domain requirements, identify version gaps, and draft roadmap recommendations, with human review of all outputs.

Associate Product Manager | Mar 2022 – Mar 2024

- Led cross-functional delivery of platform implementation tooling with a 12-person team, reducing implementation effort for new agency deployments of a configurable enterprise platform.
- Coordinated customer communications, readiness tracking, and direct follow-up during a time-sensitive API migration affecting a large customer population.
- Created a six-part video training series teaching agency administrators to automate workflows with JSON-based configuration rules.

Project Manager, Product Organization | Mar 2021 – Mar 2022

- Ran delivery coordination, release tracking, and stakeholder communication for product initiatives across engineering, services, and support, earning progression into product management.
- Partnered with the internal security team to triage accessibility and security findings across public user interfaces and coordinate remediation requirements.

Poynt — Product Sales Associate, Payment Software Technology | Nov 2019 – Jul 2020

- Supported merchant payment customers across pre-sales, onboarding, implementation, training, and post-launch support; managed hardware/software setup for 50+ customers and closed 150% of quota.

SELECTED PROJECT

- **AI-assisted 311 triage prototype (in progress)** — public/open-data prototype: request intake with map context, suggested category and routing with confidence display, duplicate detection, urgency flags, and human-override evaluation loop. Synthetic data only.

SKILLS

GIS / ArcGIS Enterprise integrations · Geospatial product workflows · Platform and API products · Integration compatibility and upgrade planning · Data and field-operations workflows · Product lifecycle and migration programs · Enterprise SaaS · Product strategy and roadmapping · Executive communication · Agile / product ownership · AI-assisted product operations (Claude Code, Codex) · Jira · Figma · Datadog

EDUCATION

San Francisco State University — B.S., Business Administration (Marketing), Cum Laude, GPA 3.59, August 2020