

Zach Epstein

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Professional Summary

PM with 5 years of experience shipping products that drive solid business outcomes and make users happy. Highlights include helping lead Ryder's transition to a modern TMS (onboarding 150+ cost centers, unlocking \$1M+ in EBT progress) and redesigning Inxeption's financing and checkout flows (boosting GMV by \$4M and conversions by 18%). I love ambiguous problem spaces, fostering alignment & co-ownership across design/engineering/stakeholders, and grounding my work in creativity, curiosity, and resilience.

Education

Oxford Brookes University

Bachelor's, Economics

- Dean's List 2017-2020
- Minor in Finance & Mandarin Chinese

September 2017 - June 2020

GPA: 4.0

Professional Experience

Zozy

Product Lead

- Building an early-stage consumer product and community focused on helping people reduce clutter, improve resale outcomes, and make more intentional consumption decisions
- Defined the core 3-step system (buy better, purge with purpose, inventory what remains), and currently designing a Personal Inventory Assistant with an early-access beta for subscribers.

Remote

September 2025 - Present

Baton Trucking

Product Manager

- Led product development to replace Ryder's legacy TMS. Worked with user feedback and UI/UX design to deliver a scalable TMS projected to improve productivity of several operator workflows by 35-50% across 300+ business units, while reducing third-party costs.
- Managed cross-functional collaboration with 30 engineers, 3 designers, leadership, and operators to prioritize + launch high-impact features, including dynamic Lateness detection, Barcode Scanning, and exception management, enabling adoption across Ryder's Auto, Aerospace, and Industrial verticals.
- Drove deployment planning for Radius v3. Used SQL to analyze feature necessity and business unit usage, successfully onboarding ~150 cost centers and unlocking new capabilities to support Ryder's enterprise logistics operations, contributing over \$1M in progress toward a \$5M EBT goal.

San Francisco, CA, USA

July 2024 - July 2025

Inxeption

Product Manager

- Redesigned the financing tool for B2B users and drove adoption for Inxeption's industrial B2B SaaS marketplace. Worked with our product marketing team to drive traffic through tailored landing pages, capturing 40 new business signups and ~\$4M in GMV.
- Collaborated with design on user research to update our product detail pages (PDPs). Incorporated customer needs into redesign, resulting in an 18% rise in checkout conversion (~\$300K in revenue) when A/B tested against original PDPs.
- Led end-to-end efforts, from discovery & prioritization to go-to-market, for Inxeption's Digital Quote to Order (DQO) product. Enhanced quoting interactivity, leading to a 20% increase in closed-won quotes (avg. order value of \$70k) within the treatment group.

San Francisco, CA, USA

September 2022 - April 2024

Belong

Product Manager

- Worked with leadership and our product design team to create a value proposition for a customizable rent schedule, reducing support tickets by 15% and improving payment cycle efficiency by 16-20%.

San Francisco, CA, USA

May 2022 - August 2022

Avra

Product Operations

- Worked with leadership to launch a fractional talent marketplace for recruiters, and pair them to startups looking to scale. Led to a \$120k increase in MRR.
- Worked with design, eng, and marketing teams to launch a community platform. Onboarded 35 ICs, facilitated forum discussions and community-led product growth.

Remote

January 2021 - May 2022

Skills

Skills: Excel/Numbers/Sheets, JIRA, Notion, Slack, Figma, Zapier, Word/Pages/Docs, UI/UX Design, HTML/CSS, SQL, REST APIs

Soft Skills: Team Leadership, Branding/Brand Strategy, Business Strategy, Stakeholder Management, Product Management, Interaction Design, Communication, Risk Management

Languages

French, Italian