

SARA ZEITLER ZIMMERMAN

TECHNICAL PRODUCT MANAGER | PROPTech • LEGALTECH • WORKFLOW PLATFORMS • AI

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Technical Product Manager with a full-stack engineering background, deep PropTech and LegalTech experience, and a track record of leading global teams. I turn complex legal and operational workflows into reliable, automated platforms—owning strategy, discovery, and delivery from concept through launch. As product lead for Possession Partner, I lead the development of a unified evictions platform spanning configurable workflow orchestration, case and document management, client and attorney portals, bidirectional property-management integrations, and agentic AI eligibility review. Strongest in platform strategy, system design, APIs, automation, and translating ambiguous requirements into scalable capabilities. Recognized as Resident Interface's **2024 Employee of the Year** — Shared Services for driving modernization, reliability, and operational efficiency at scale.

SKILLS & TOOLS

Technical Product: Platform strategy, workflow engines, case management, document systems, portals, internal tools

AI & Automation: Agentic workflows, human-in-the-loop review, rules engines, RPA/UiPath, exception handling

Architecture & Delivery: APIs, integrations, RBAC, audit trails, structured data, observability, CI/CD, reliability

Product Execution: Discovery, problem framing, PRDs, epics, acceptance criteria, roadmaps, prioritization, success metrics

Domain: PropTech, LegalTech, eviction lifecycle, e-filing, court portals, jurisdiction-specific compliance

Technical Foundation: PHP, JavaScript, React, Node.js, MySQL, REST, SQL, Postman, Swagger/OpenAPI, Git

EXPERIENCE

PRODUCT MANAGER | POSSESSION PARTNER PRODUCT LEAD

Resident Interface | Apr 2025–Present

- Lead product strategy and delivery for Possession Partner, Resident Interface's LegalTech eviction-management business within its broader PropTech portfolio.
- Led development of a new unified evictions platform spanning intake through set-out and post-case workflows.
- Defined a flexible workflow engine that models jurisdiction, client, property, case-stage, deadline, and exception logic without requiring one-off engineering for every operational variation.
- Shaped an integrated product suite including case management, document management and generation, client portal, attorney portal, task queues, SLA controls, audit history, and role-based permissions.
- Established a strategic product partnership with a leading property-management software provider and led product definition for bidirectional integrations synchronizing data and workflow activity between the two platforms.
- Led development of agentic AI review of eviction eligibility, combining structured case data, documents, and policy rules with human-in-the-loop escalation for ambiguous or high-risk cases.
- Partnered with Engineering on platform architecture, API boundaries, structured court data, e-filing and court-portal integrations, document chain of custody, PII controls, observability, and recovery from failed submissions.
- Translated operational and legal complexity into epics, PRDs, workflow diagrams, acceptance criteria, edge-case handling, and measurable release outcomes; prioritized reusable platform capabilities over client-specific patches.

SOFTWARE DEVELOPMENT MANAGER

Resident Interface | Feb 2023–Apr 2025

- Drove API hardening, RBAC, dynamic templates, court integrations, automation/RPA, logging, alerting, and operational tooling that created the technical foundation for the unified platform rebuild.

- Established delivery systems spanning discovery, technical scoping, backlog quality, sprint planning, release readiness, incident follow-up, and documentation—improving predictability and change safety.
- Led a globally distributed engineering team across five countries while stabilizing and modernizing a high-risk legacy PropTech/LegalTech platform.
- Scaled Jira, Confluence, Product Discovery, and JSM practices across the company; recognized as 2024 Employee of the Year — Shared Services for technical leadership and execution.

SOFTWARE DEVELOPER

Resident Interface | Dec 2022–Feb 2023

- Modernized PHP/CodeIgniter and MySQL services, defined API contracts, strengthened logging and testing, and built reusable jurisdiction-specific document capabilities.
- Promoted to Software Development Manager within two months based on rapid technical impact and cross-functional ownership.

INDEPENDENT PRODUCT & SOFTWARE CONSULTANT

Independent | 2014–2022

- Owned discovery, UX, architecture, delivery, analytics, and iteration for education and arts organizations.
- Built a school operations platform for approximately 200 students with registration, catalog, payments, bookstore integration, RBAC, privacy controls, and staff workflows; implemented and customized Gibbon SIS.
- Delivered a theatre platform with interactive seat selection, ticketing, pricing and inventory rules, scheduling, and self-service content management.

FOUNDER & PRODUCT ENGINEERING LEAD

babySNAZZ LLC | 2005–2014

- Founded and operated a niche e-commerce business, owning the product roadmap, custom storefront, operations systems, integrations, analytics, vendor relationships, and growth.
- Built proprietary inventory, pricing, returns, customer service, and automation tools; integrated payments, tax, shipping, search, merchandising, and lifecycle communications.

SOFTWARE ENGINEER II

Raytheon | 2002–2004

- Built and enhanced internal engineering systems using ASP, JavaScript, VBScript, and Oracle SQL, including workflow, skills, feedback, and change-management tools.

SYSTEM PROGRAMMER

Angelo State University | 1999–2001

- Maintained and enhanced enterprise administrative systems using COBOL and JCL, including post-Y2K remediation and batch/online processing.

EDUCATION, HONORS & COMMUNITY ENGAGEMENT

Bachelor of Science in Computer Science, magna cum laude - Angelo State University

Minors: Mathematics and Physics

2024 Employee of the Year — Shared Services | Resident Interface

Redefining Spina Bifida (NPO) - Contributing Photographer & Board Member • 2015–Present

Spina Bifida Association of America (NPO) - Event & Publication Photographer • 2011–Present