

Mike Vais

Strategy • Programs • Execution

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SUMMARY

Spent 11 years working with HydroPoint leadership to develop new solutions.

Built the operational foundation for scaling, growth, and complexity.

Coordinated across the organization to streamline prioritization and decision making.

IMPACT

Led the launch of 2 new offerings to shift toward recurring revenue, contributing to subscription growth from ~\$7M to \$13M.

Developed 2 new analytical models to help predict value and prioritize investments, tested with 20+ key enterprise customers.

Established program management governance to focus and align the company across 100+ competing initiatives.

KEY PROJECTS

- Performance Management Launch
- WaterCompass Launch
- Lowe's Guaranteed Savings Program
- Giant Eagle Pilot Program
- Kaiser Permanente Disaster Preparedness
- HydroPoint360 Prototypes
- HydroPoint Program Management Office

HYDROPOINT DATA SYSTEMS

Petaluma, CA

September 2014 - February 2026

HydroPoint develops smart water management solutions that help organizations reduce their water waste, operating costs, and environmental impact.

Director, Strategic Initiatives

April 2025 - February 2026

Selected by the CEO to help transition the company from reactive to strategic project work.

- Selected by the COO to help establish the Program Management Office, creating the governance framework and operating cadence to plan, prioritize, and manage 100+ competing projects.
- Partnered with the CTO to align a growing product team and connect executive strategy, product roadmaps, and project execution via integrated tools and a unified process.
- Developed a branding hierarchy and product marketecture to articulate how existing products, analytics, and services fit into the company's platform strategy.

Senior Product Manager, HydroPoint360

August 2022 - April 2025

Selected by the CEO to help transform the enterprise customer journey via a unified product platform and new web-based dashboard for executive users.

- Developed a new analytical model and dashboard to help organizations understand their water risk across nationwide portfolios of 1000+ properties.
- Developed a new analytical model to quickly build business cases for enterprise decision makers across all products; tested with 20+ key accounts.
- Partnered with the CTO and other team leaders to develop a next-gen platform roadmap by defining product goals and identifying current/future gaps.

Senior Product Manager, WaterCompass

April 2021 - August 2022

Owned the portfolio of enterprise services, combining IoT hardware, SaaS, analytics, remote monitoring, and in-field services to drive outcomes for enterprise customers.

- Managed WaterCompass, Performance Management, and Professional Services; oversaw rapid growth across new product lines, scaling from ~20 to 100+ customers.
- Expanded enterprise capabilities through new integrations, sensor technologies, customized analyses, and strategic partnerships.
- Designed the end-to-end process between departments to create a standardized

approach to sales, field installations, onboarding, and renewals.

Product Manager, Performance Management

November 2017 - April 2021

Owned the Performance Management service, combining portfolio analytics, remote monitoring, and proactive intervention to drive customer success and retention.

- Built, launched, and scaled Performance Management into a new subscription service.
- Built the processes, reporting, and communications to support project phases across sales, field installations, monitoring, and renewal.
- Built a Salesforce-based tracking system to improve issue visibility, coordinate customer response, and proactively identify opportunities to improve outcomes.

Monitoring Services Manager

January 2016 - November 2017

Managed the Monitoring Services team, driving success for early WaterCompass deployments through remote monitoring, operational support, and continuous process development.

- Established the foundation for the Customer Success department by overseeing 20+ initial WaterCompass customers from pilot programs through renewals.
- Built the operational foundation for the emerging WaterCompass service by creating internal processes, documentation, and feedback systems.

Customer Success Coordinator

September 2014 - January 2016

Managed post-installation success for key customers by developing the processes to monitor system performance and communicate outcomes.

- Established the foundation for the Performance Management service by formalizing post-installation engagement, escalation, and operational processes.
- Developed portfolio health indicators to monitor system performance, proactively triage operational issues, and escalate to on-site teams.
- Developed outreach and escalation processes to improve adoption, maintain system performance, and help decision makers communicate value after implementation.

TOOLS

Salesforce | NetSuite
Workboard | Cascade
Roadmunk | Aha! | Asana
Jira | Confluence | Figma
Power BI | Lucidchart
Microsoft Office

EDUCATION

University of California, Santa Cruz
B.A., Environmental Studies, 2010
Honors in the Major

LANGUAGE

Native English
Traveler's Spanish
California Surf Slang