

STEPHEN MORIO STINE

EDUCATION

UNIVERSITY OF MICHIGAN SCHOOL OF INFORMATION, Ann Arbor, MI
Master of Science in Information, April 2007

UNIVERSITY OF MICHIGAN LAW SCHOOL, Ann Arbor, MI
Juris Doctor, May 2006

UNIVERSITY OF CALIFORNIA, Berkeley, CA
Bachelor of Arts, Psychology, December 1999

SUMMARY

Product Manager with two years of experience working with cross-functional teams and company-wide stakeholders to research, design, implement, and iterate on intuitive and user-friendly systems and products. Information professional with more than twelve years of experience applying research, analysis, planning, and communication expertise to develop legal content and products.

SELECTED EXPERIENCE

NOLO

Pleasanton and Berkeley, CA

Product Manager, June 2018 – June 2020

- Working with cross-functional teams to research, design, implement, and iterate on products and services such as Nolo's cloud-based SaaS legal forms, WillMaker estate planning software, and e-commerce store.
- Driving product strategy and vision.
- Gathering data and validating ideas through user testing and A/B testing.
- Product Owner on Agile teams in two-week sprint cycles.
- Launched and iterating on a new business formation purchase path and checkout experience to increase conversion, revenue, and improve customer experience.
- Integrating third party affiliate recurring revenue products into our business formation service.
- Redesigning Nolo's cloud-based legal forms system to improve customer experience, performance, and increase efficiency of production of new forms products.
- Developing automated testing for forms products to significantly cut down on employee manual testing time, freeing up time for more content and product development.
- Working on UI/UX improvements for WillMaker estate planning software.

Research Manager and Legal Editor, October 2014 – June 2018

- Designed a project to integrate Nolo's various legal research and content systems.
- Centralized and standardized metadata, increasing communication and sync capabilities between various content and research databases.
- Designed, programmed, tested, and implemented tools to make Nolo's legal research storage and access systems more efficient, user friendly, and intuitive.
- Programmed systems and scripts for automatic legal citation detection, legal document summarization and updating, citation standardization, and features for multiple citation entry and PDF creation using JavaScript, jQuery, PHP, HTML, and CSS.
- Gathered requirements, created mockups, and worked with a cross-functional team to redesign, replatform, and maintain our internal legal research application. Used Jira and Confluence to communicate with users, developers, product managers, project managers, and QA.
- Performed in-depth, extensive legal research to produce new content and to make sure Nolo's existing legal content is up-to-date and accurate. Content includes books, articles, forms, and software, in online and offline formats.

STEPHEN MORIO STINE page two

- Communicated with editors to forecast legal research needs.
- Managed a staff of two legal research assistants.

Legal Researcher and Legal Editor, July 2011 – October 2014

- Performed in-depth, extensive legal research to produce new content and to make sure Nolo's existing legal content is up-to-date and accurate. Content includes books, articles, forms, and software, in online and offline formats.

LEGAL TECHNOLOGY RESOURCE CENTER **AMERICAN BAR ASSOCIATION**, Chicago, IL *Research Specialist, 2007-2011*

- Designed survey questionnaires, analyzed survey data, and wrote, edited, and helped manage production of the annual ABA Legal Technology Survey Report.
- Elicited requirements and provided guidance to lawyers on technology decisions to help accomplish their legal practice goals. Frequent topics included digital marketing strategies, legal practice software, document management and retention, legal ethics, and e-discovery.
- Conducted research, wrote articles, email newsletters, and blog posts. Planned and updated online content. Analyzed blog and email newsletter analytics data and used SEO tactics to improve the reach of our content.
- Prepared and delivered live presentations to ABA staff and bar associations and online webinars to ABA members on efficient and effective use of technology, creating e-learning instructional videos using Camtasia.
- Created and maintained the ABA Free Full-text Online Law Review/Law Journal Search Engine.

LAW LIBRARY, UNIVERSITY OF MICHIGAN LAW SCHOOL **UNIVERSITY OF MICHIGAN**, Ann Arbor, MI *Reference Desk Assistant 2004-2007* *Phone Page, 2004-2005*

- Provided legal reference services to students, faculty, attorneys, and the general public.
- Helped patrons plan and conduct legal research using print and online resources.
- Researched and retrieved materials requested by law school faculty using databases such as Lexcalibur, LexisNexis, Westlaw, LegalTrac, ProQuest, WorldCat, RLIN, HeinOnline, and JSTOR.

CLARK LIBRARY, GOVERNMENT INFORMATION COLLECTION **UNIVERSITY OF MICHIGAN**, Ann Arbor, MI *Reference Desk Assistant, 2006-2007*

- Provided reference services to patrons seeking local, state, federal, foreign, and international government information, including legislative materials, census, and various other statistical information.

STUDENT LEGAL SERVICES **UNIVERSITY OF MICHIGAN**, Ann Arbor, MI *Law Clerk, 2005*

- Conducted research, wrote memoranda, and consulted with attorneys on cases involving real estate purchase agreements, residential leases, general partnership agreements, child custody arrangements, and criminal misdemeanor charges.
- Drafted a variety of legal correspondence, including research memos and demand letters.
- Participated in client intake interviews, assisting attorneys as needed.

REGIONAL ORAL HISTORY OFFICE, THE BANCROFT LIBRARY **UNIVERSITY OF CALIFORNIA**, Berkeley, CA *Editorial Assistant, 2001-2002, Contract Work, 2002-2003*

- Transcribed taped oral history interviews on various subjects in California's legal, political, and cultural history.
- Audited, edited, and proofread transcripts for errors, clarity, and consistency.

STEPHEN MORIO STINE page three

- Conducted interview-related research and fact-checking.

RESEARCH AND INTERNSHIPS

OFFICE OF MANAGEMENT AND BUDGET, EXECUTIVE OFFICE OF THE PRESIDENT, Washington, D.C.

Intern, Spring Break 2006

- Researched and analyzed state information security laws and regulations and software copyright issues in a procurement regulation.
- Wrote reports and presented findings to OMB staff.

ASSOCIATION OF RESEARCH LIBRARIES, Washington, D.C.

Intern, Spring Break 2005

- Researched relevant legal issues, and analyzed and summarized amicus briefs which had been submitted to the Supreme Court of the United States in the *MGM v. Grokster* copyright infringement case.

ALAMEDA COUNTY COURT APPOINTED SPECIAL ADVOCATE PROGRAM, Oakland, CA

Intern, Fall 2002

- Updated client intake waiting list and computer database of children placed in state custody awaiting representation by CASA volunteers.
- Collaborated on the design of a new set of client intake prioritization guidelines and filing system.

SKILLS

- Software, Programming, and Multimedia: experience includes JavaScript, AngularJS, Node.js, jQuery, HTML, CSS, PHP, SQL, Ionic, PhoneGap/Cordova, Windows and Mac/Linux command line programming, Jira, Confluence, Google Analytics, Optimizely, Hotjar, Magento e-commerce platform, Roadmunk roadmapping software, WordPress, SPSS statistical software, Adobe Photoshop, GIMP, Marvel, Balsamiq, Moqups, Zeplin, InVision, and Sketch.
- Research Databases: experience includes WestlawNext, Westlaw Classic, LexisNexis, LegalTrac, HeinOnline, ProQuest, InfoTrac, Wilson Select Plus, Dialog, and WorldCat.