

NATE MOSS

Southern Pines, NC · (704) 682-2535 · natemoss1218@gmail.com

Customer-facing technical lead and solo SaaS founder. Own data migration, implementation, and customer solutions at a B2B SaaS platform serving 2,000+ organizations. Independently shipped a subscription product to web and the App Store in 126 days.

EXPERIENCE

Founder & Product Lead, Poppycal

Southern Pines, NC · March 2026 – Present

Family organization SaaS (calendar, chores, meals, homeschool) for web, iOS and Android.

- Took a product from first commit to live on the App Store in 126 days, solo, with live Stripe billing at day 107, then to Google Play in September with all three platforms at full feature parity.
- Shipped an Instacart integration on their Developer Platform API, approved into the developer program, adding one-tap grocery hand-off from the list, any recipe, and the weekly meal plan on all three platforms.
- Won a subscription-policy appeal after two App Store rejections, arguing a Guideline 3.1.3(f) exemption rather than the link-out Apple suggested, which would have disqualified the app. Approved in two days, preserving 15 to 30% of subscription revenue.
- Ran a 13-phase security audit before launch and remediated 42 of 51 findings, including three critical vulnerabilities.
- Diagnosed a shipped Kid Mode defect as systemic code duplication rather than a coding error, then built an automated CI gate so that class of failure fails the build.
- Specified and reviewed all work as a non-engineer, directing an AI coding agent from written tickets across 181 tickets and 342 pull requests.

Lead Customer Solutions & Data Migration Manager, Shelterluv

Remote · 2021 – Present · B2B/B2C SaaS

- Own new-customer data migration end to end: built a PowerQuery template framework used across almost 1,000 onboardings and millions of records, cutting per-customer data prep from days to under one hour.
- Absorbed and resolved the customer-facing fallout as 2,000+ organizations moved from Shelterluv Classic onto the rewritten 2.0 platform, triaging bug reports at volume through the cutover.
- Rebuilt the help center, 800+ articles down to 250 plus 100+ videos. Support questions fell 12% as customers grew 52%.
- Ran 100+ live product demos and technical onboarding sessions for new customers.

Concurrent: Product Management rotation, June – December 2024. Embedded with product for six months during 2.0 hardening in addition to the day job, logging 600+ QA issues and grooming a 1,000+ ticket backlog alongside engineering.

Accounts Receivable Property Manager, The Preiss Company

Charlotte, NC · 2016 – 2021

- Built a financial tracking system for 1,200+ residents, replacing manual processes and improving payment compliance.

EDUCATION

University of North Carolina at Charlotte · 2016 – 2018 · Coursework toward B.S., Marketing

CareerFoundry · 2019 – 2020 · UI Design Certificate

SKILLS

Product: Spec writing, scope and roadmap management, prioritization, backlog management, cross-platform parity, quality standards (WCAG, Apple HIG)

Migration & Data: PowerQuery, Excel (expert), large-scale customer data migration

Delivery: Directing AI coding agents from written specification to production, code review as the merge gate, App Store submission and policy

Tools: Jira, Linear, Zendesk, Pylon, Confluence, GitHub Actions, PostHog, Claude Code