

NATE MOSS

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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 and iOS.

- Took a product from first commit to live on the App Store in 126 days, solo, with web and iOS at full feature parity and live Stripe billing at day 107.
- 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: OAuth CSRF, an admin endpoint leaking password-reset tokens, and calendar credentials stored in plaintext.
- 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%.
- Stood up the Zendesk-to-Jira pipeline that turned support signal into prioritized roadmap input.
- 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