

# AUSTIN BURKHART

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**Creative Product Leader — Turning Vision Into Scalable Innovation**

## EXPERIENCE

### Sr. Manager, Customer Experience

**BNSF Railway · May 2025 – Present**

- Senior Product Manager for Customer and Call Center Technology.
- Direct oversight of 8 team members; combined three teams into one 24/7 Advanced Support Desk.
- Led change management for enterprise software implementation.

### Marketing & Sales Manager

**BNSF Railway · Nov 2022 – May 2025**

- Go-to-market strategist and account manager for Crude Oil and Refined Fuels customers.
- Led cross-departmental initiative to align marketing and sourcing objectives for multi-million-dollar customers.

### Manager, Customer Experience

**BNSF Railway · Apr 2021 – Nov 2022**

- Product Owner for transportation software with over 20,000 daily users.
- Led primary research, product roadmapping, and agile development of a new customer portal experience.

### Senior Product Owner

**BNSF Railway · Dec 2018 – Apr 2021**

- Owner of a repeatable innovation pipeline and internal SaaS to identify valuable proofs-of-concept.
- Facilitated design-thinking workshops for 200+ attendees across multiple departments.

### User Experience Designer

**BNSF Railway · May 2017 – Dec 2018**

- Lead UX designer for mobility project and liaison to designer resources at Apple Inc.

### Software Developer

**BNSF Railway · Sep 2015 – May 2017**

- Worked in the agile software development lifecycle to build a REST API search engine.

## CORE STRENGTHS

- Product Management
- User Experience Design
- Creative Problem Solving

## TECHNICAL & DATA

- Tableau & Power BI
- Salesforce Dashboards & Reporting
- SQL, SOQL, Excel Power Query
- Microsoft Flow / Power Automate
- AI Power User (Claude, Copilot)
- Google Analytics, Dynatrace

## PM TOOLS

- VersionOne, Jira, Notion, Smartsheet
- Miro, Figma, Adobe XD, Axure, Canva
- Design Thinking Facilitator

## EDUCATION

### Southern Methodist University

MBA, Business Administration  
December 2022

### University of Texas at Arlington

BS, Information Systems — Goolsby Scholar  
May 2015

### IDEO / +Acumen

Introduction to Human-Centered Design  
May 2017