Project Portfolio and Work Samples

Oct 8, 2026 · **Jessie Martin**, Project Manager

I manage three live SaaS products at Social Points Media from requirements to production. Below are the products and my role, followed by two work samples from RepComet: a requirements brief and a project plan.

Portfolio

Product	What it is	Status	Link
RepComet	Review and reputation management for home-service businesses	Live, early access	repcomet.com
Chattiv	Live chat for small-business websites, human first, optional AI agent	Live, paid plans	chattiv.com
ToroDocs	E-signature for small teams, with sealed PDFs and audit trail	Live, paying customers	torodocs.com

My role on all three: project manager. I set scope and pricing, wrote the plans and their locked decisions, specified each phase with acceptance criteria, and accepted releases into production. The products were built with AI-assisted engineering under my direction.

- **RepComet:** positioned from a review of 18 competitors; delivered through 11 scoped work orders with 695 automated tests. Compliance is built in: no review gating, TCPA quiet hours, opt-out on every text.
- **Chattiv:** set the AI-disclosure and human-handoff rules (AI is always labeled, a person is always reachable) and priced Free, $19 and $49 plans. Includes a public Agent API and powers chat inside RepComet. Case study
- **ToroDocs:** phased the build from signing core to public API, and set the billing model (a document counts once, on send; $1 overage instead of hard caps). ESIGN/UETA consent and a SHA-256 hash on every sealed file. Case study

Work sample 1: Requirements brief

RepComet Work Order 3, "Messages & timing" (excerpt). It lets each business edit the wording and timing of its review requests, while the product keeps every message legal.

Context. Editable wording opens three risks: incentives or rating-gated asks (banned by Google policy and the FTC consumer-review rule), texts outside TCPA calling hours, and a business deleting the STOP notice.

In scope: one owner settings page; editable first and follow-up messages by SMS and email; channel and delay per step; a TCPA-bounded sending window; a compliance linter; live preview; email fallback while a texting number is pending verification. **Out of scope:** per-location templates, area-code time zones, AI-written suggestions (Phase 2), rating-first funnels and Yelp review asks (never, by policy).

ID	Requirement	Acceptance criterion
FR-2	Owner can turn one follow-up on or off and set its channel and delay	No customer ever receives more than two messages for one job
FR-5	Every text ends with "Reply STOP to opt out," added by the system	No wording can remove or alter the notice
FR-6	The system refuses non-compliant wording and explains why in plain English	Incentives, star-rating asks, positive-only asks and "if you were happy" asks are each refused
FR-8	Friendly, honest wording passes	All four defaults and ordinary sample messages pass
FR-12	A message due outside the sending window moves to the next opening, never skipped	Uses the location's time zone and is correct across daylight-saving changes
FR-14	A request is sent at most once, even if two workers pick it up	A second concurrent send exits without sending

The full brief has 14 functional and 7 non-functional requirements.

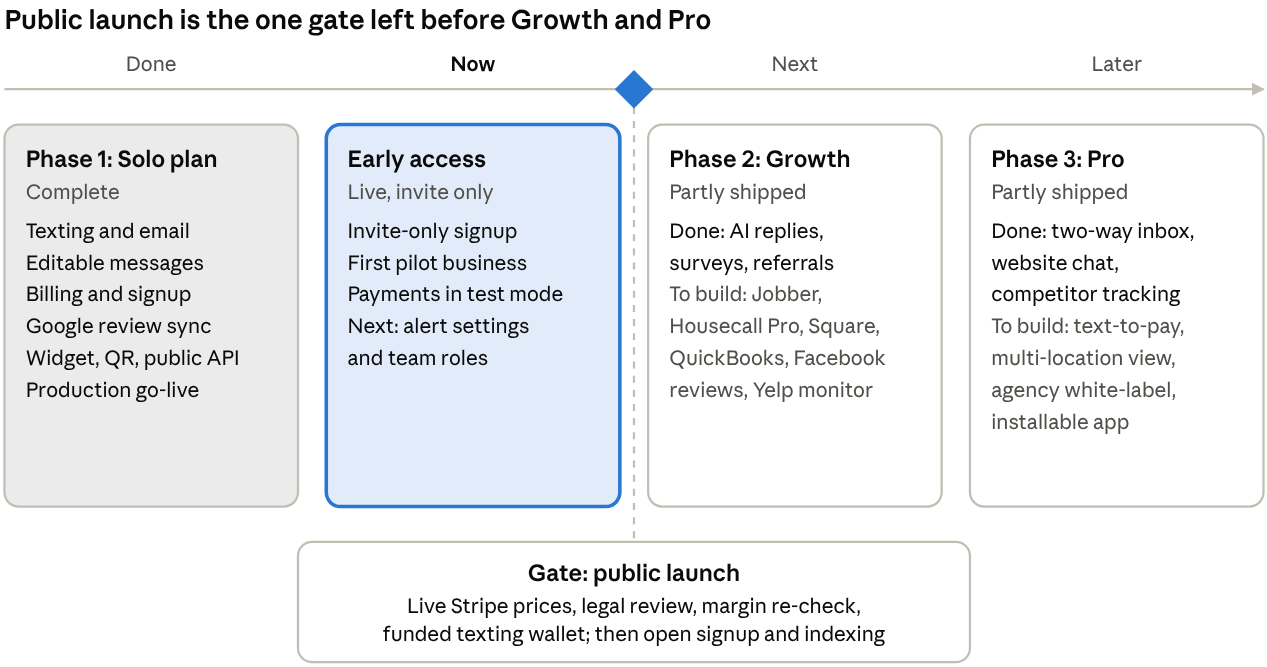
Verification plan. Done means every Must requirement has a passing automated test, the full suite stays green, and the work-order report is committed.

Check	Covers	Result
Linter refusal and pass cases	FR-6, FR-8	Pass
Sending window, including daylight-saving boundaries	FR-12	Pass

Check	Covers	Result
Two concurrent sends for one request	FR-14	Pass
Cross-tenant isolation on the settings page	Security	Pass
Full regression suite: 396 tests	All	Pass
Owner walks the page on staging	Usability	Open, carried forward

Work sample 2: Project plan

RepComet master plan (excerpt). Live in invite-only early access: all 11 Phase 1 work orders shipped, 33 pull requests merged, 695 automated tests passing.



RepComet roadmap · 4 stages, 1 gate

Locked decisions (6 of 10). Each decision is numbered; changing one means updating the register and saying why.

#	Decision	Rationale
P1	Extend the existing codebase, do not restart	A working review engine with 271 tests already existed

#	Decision	Rationale
P2	Launch vertical: home services	Customers on Jobber and Housecall Pro, burned by contracts
P3	Texting through Texttive, a sister product	Reuses carrier registration and opt-out handling
P4	Solo $59, Growth $99, Pro $149 per month (provisional)	Texting and chat bundled; final margin check before launch
P9	No rating-first funnel, ever	Google policy and the FTC rule ban review gating
P10	Affiliates via the portfolio-wide partner hub, 25% for 12 months	One program across every product

Top risks.

Risk	Mitigation
Google Business Profile API access rejected on first application	Shipped on the Places API with copy-reply-and-open-in-Google; reapply when eligible
Margin at 25% affiliate commission not yet re-run	Pricing stays provisional until the cost model is re-run
Legal review of terms, privacy and SMS terms outstanding	Launch blocker; signup stays closed until done