NATHAN JAMES

803-414-8996

NathanJamesCreative@gmail.com

I am a creative... passionate... driven product guy.
I know how to lead with strategy & deliver results.

Highlights

Experience	15yr in Tech, 12yrs in Product, 11yr in SaaS, 8yrs in Fintech
Product	Data driven, Results focused, Vision centered
Design	UX, UI, Graphic, Print, Branding & most of all Design Thinking
Engineering	Yep, I code for fun, Golang, vue, python, php, javascript, css.

Experience

VP, Product Management

Aug 2021 - Present

Fleetcor

- VP of product management for a growth division of a global S&P 500 Company.
- Led product efforts that resulted in 35% growth of the core product suite in 6 months.
- Designed 3 year vision of the product portfolio for US and Denmark, with expansion strategy for the rest of Europe.
- Designed and implemented new payment systems including FX (Foreign Exchange), Open Banking integrations for Europe, and same day ACH for US.
- Coordinated the implementation of machine learning and neural networks into our OCR invoice scanning software which decreased processing time by 25%.
- Developed an accounting system integration strategy that cut implementation time by 95%.
- Led the product team and instituted program management processes to move the team from reactionary to quarterly based OKRs.
- Transitioned eight development teams from a resource pool strategy into an organized scrum and scaled agile structure.

Director, Product Management

Feb 2021 - Aug 2021

Instant Financial

- Led the product division of a growth stage fintech startup that processed over 1 billion dollars YOY with 125,000 active customers.
- Grew revenue by 25% in 6 months through new features that opened up cross-selling opportunities for existing customer base.
- Built product management team and process for 5 direct reports including 3 Product Managers, 1 UX designer, and 1 Data Analyst.
- Reinvented reconciliation strategy to decrease accounting manpower by 83% while increasing coverage by 700%.
- Reconstructed integrations strategy to slash client onboarding time from 3 months to 1 week representing a 92% improvement in time-to-revenue.
- Developed new platform strategy with 2 new P&L categories and defined key growth metrics to monitor growth.
- Sat on the executive leadership team defining product strategy. roadmaps, and revenue opportunities.

Portfolio Manager of Software

Jan 2019 - Feb 2021

ACS Technologies

- Invented a capacity tracking system to monitor and rate all projects in R&D for 150 FTEs.
- Spearheaded initiative to increase productivity of development teams resulting in a 12% increase in R&D capacity from 2019-2020.
- Rebuilt project selection and requirements process to release dozens of new features resulting in a 22% increase in customer acquisition over 18 months.
- Recruited, interacted, and managed key customer relationships as part of ongoing generative research and usability testing efforts.
- Negotiated, on-boarded, and managed new outsourced development contracts worth 5 million.
- Developed the plan and led the roll out of the Scaled Agile Framework & the OKR goal setting framework.

Portfolio
NathanJamesCreative.com

Blog
Stategy.io

Linkedin
nathanjamescreative

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Senior Product Owner
Apr 2018 - Jan 2019

ACS Technologies

- Led 5 development teams to build new features and systems targeted at expanding our product offering.
- Re-architected our core product to convert our enterprise SaaS application into a platform of SaaS applications that can be managed individually or as a whole.
- Designed a complex data replication and migration strategy to allow data sharing across sharded instances of our product.
- Led the guiding coalition of customers in a data sharing initiative to create a viable variation of our product for a niche market segment.
- Created detailed plans and proposals for implementing new products. Including: facial recognition systems, dynamic UI delivery, behavioral analytics, and video streaming.

Project Manager
Dec 2014 - Apr 2018

NIC Inc.

- Took over a project to build an online system for the SC Secretary of State. Re-did a years worth of work, and still led a team of 18 to deliver the largest business filing system in the United States on the original timeline. The application won the International IACA Merit Award for best digital system in 2018.
- Invented a comprehensive system to identify property tax fraud at 46 county assessor's offices. Personally worked with dozens of assessors to define scope, and set pricing.
- Created detailed plans and proposals for implementing new products, including a nationwide automated geolocated license plate database, a chat bot using Microsoft LUIS, optical character recognition form submissions, and AR tours of the state house.
- Taught myself Python and Django, then built a proprietary project management system that tracked all active projects and resources for the SC division of NIC inc.

President
Jun 2011 - Nov 2014

The Para Marketing Company

- Co-founded a marketing technology startup valued at 3 million after 3 years.
- Recruited, hired, and trained 25 employees.
- Developed a product line of 40 unique services, secured vendor contracts, established pricing, and designed the operational processes for each.
- Built a native IOS sales proposal app that cut the sales cycle by 50%.
- Built an online self service marketing system with the hopes of securing investment to scale our operation into a nationwide decentralized marketing company.

Marketing Consultant
2010 - 2011

Jarden

- Designed 8 product lines for Walmart, Lowe's, Home Depot, and Best Buy.
- Increased sales from 19 to 25 Million in 1 year.
- Invented, and was included in the patent for, the pre-wound lawn trimmer spool.
- Launched Yardgear.com.

Church Director Music & Students
2006 - 2011

Seacoast Church, Fellowship Church, +5 Others

- Lead ministry efforts as a FTE & PTE for 7 churches ranging from small country churches with a few hundred members to mega churches with over 25,000 weekly attendees.

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Education

Liberty University
2006 - 2009
And 2015

Bachelors of Science - Interdisciplinary Studies / Business