

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Product Management Executive with expertise in creating delightful user experiences within the confines of financial regulation by leveraging big data, and design. Demonstrated knowledge of product management methods by delivering innovative product features, notable examples include AppleCard and Lenddo. Logical thinker talented at translating complex problems into actionable steps with a focus on commercial execution.

## PROFESSIONAL EXPERIENCE

### Senior Product Manager (L7), 11/2020 - Current

**Infostretch** – Dallas, TX

Google is a global technology company that specializes in Internet-related services and products, which include online advertising , search, cloud computing, software, and hardware.

Hired to oversee several functional areas and segments within the Global Payments Platform team. Responsible for leading global tax, invoicing, accounting primitives and LCS/SMB customer billing segments. Additionally, oversaw a new monetization stack (i.e. Stripe but for Google).

- Managed 18 Product Managers
- Set overall vision and strategy
- Revamped product process to be more customer/product driven
- Rebuilt key relationships in Ads, Cloud, and Finance

### VP of Product Management, 07/2017 - 11/2020

**Antidote** – New York, NY

Marcus by Goldman Sachs provides credit, deposits, and financial insights products that help people find ways to be smarter with their money. We are focused on creating the digital bank of the future.

### Head of Digital Product Management, Commercial Lending 2019-Present

- Tapped to build out the firms' first scalable and digital commercial lending platform.
- Identified north star product experience and layered second line requirements to ensure optimal CX.
- Partnered with Amazon to deliver the first US based 3rd party lender on the Amazon Seller Platform.

### Head of Digital Product Management, Personal Lending 2017-2019

- Set product strategy, vision, and roadmap for Marcus' digital lending product.
- Redesigned and rebuilt onboarding and servicing architecture – led to 10+ point increase in NPS.
- Hired and managed a team of 14 product managers varying from analyst to VP level.
- Designed and enforced product development process and methodologies.
- Delivered the company's first customer driven product release in less than 6 months.
- Designed and pitched Marcus' services via partnership deals (e.g. Apple, Intuit, Guaranteed Rate).
- Launched a product improvement process that has led to 12% increase in originations by means of performance enhancements and UX while maintaining credit quality.

### Head of Product, 12/2015 - 05/2017

**Google Inc.** – Reno, NV

TrueAccord uses a fully automated debt collection system, behavioral analytics and a humanistic approach to help enterprises, and small businesses recover billions in lost revenue and empower millions of consumers to get out of debt.

- Hired to build out the product function (UX, Design, Content, and Product Management).
- Grew the team from 1 to 7.
- Set product strategy, vision, and roadmap (near and long term).
- Designed and enforced product development process and methodologies.
- Delivered the company's first successful sprint in less than 2 months.

### Product Manager, 06/2014 - 12/2015

**On Deck Capital, Inc** – City, STATE

OnDeck (NYSE: ONDK) is a financial technology company that is disrupting the market for small business loans.



## SKILLS

- Agile/scrum development methodologies
- UX Design
- Research
- Product development
- Multi-variate testing
- Vision
- Process improvement
- Project management
- Cross-functional team management
- Market research
- Data analysis
- A/B Testing (funnel optimization)
- Team management
- Strategic Planning
- Operational improvement
- Problem resolution

## EDUCATION

### Bachelor of Science: Business Management, Information Systems Management and Strategic Management

**Babson College** - Wellesley, MA

## CERTIFICATIONS

- Certified Scrum Product Owner (CSPO)
- Google Analytics
- Pragmatic Product Management Method Certified
- General Assembly UX Design Certification