

JAMES THOMAS

Senior Product Manager

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📍 Cleveland, OH

in [LinkedIn](#)

WORK EXPERIENCE

Senior Product Manager

Huntington Ingalls Industries

📅 2023 - current 📍 Cleveland, OH

- Launched a new flagship aircraft security system, **driving \$4.7M+ in revenue** within one year of joining.
- Expedited product delivery cycle times by refining agile processes and sprints on Miro.
- Revamped existing version control processes by using Tower, curtailing post-release errors by 33%.
- Tracked the performance of various systems in Sentry, resolving critical issues quickly to maintain 99.2% uptime.

Business Analyst

KeyBank

📅 2020 - 2023 📍 Cleveland, OH

- Crafted user-friendly survey designs on Typeform, achieving an 81% response rate and gathering actionable insights from lost leads.
- Worked with designers in Figma to deliver UI enhancements, **boosting satisfaction scores of the official mobile users by 14%**, according to in-app reviews.
- Automated sales pipelines using Pipedrive, shortening the average lead conversion time by 2 days.
- Planned cross-team project ideas with the help of Smartsheet, lowering instances of inaccurate resource allocation by 18%.

Associate Product Marketing Manager

Nationwide

📅 2017 - 2020 📍 Columbus, OH

- Assisted seniors in managing cross-functional marketing campaigns on ClickUp, achieving a 9% uptick in customer retention in three months.
- Used Aha! to align product features with current consumer demands, reducing churn for small businesses by 22%.
- Helped the data team integrate Amplitude, enabling them to visualize 93% of cross-selling metrics.
- Recommended and gained approval for a new referral marketing strategy that **grew new account sign-ups by 41%**.

EDUCATION

Bachelor of Science

Business Administration

Ohio State University

📅 2013 - 2017

📍 Columbus, OH

SKILLS

- ClickUp
- Aha!
- Amplitude
- Miro
- Typeform
- Figma
- Pipedrive
- Tower
- Sentry
- Smartsheet