Jordan Lopez

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PROFESSIONAL SUMMARY

Product Manager with 4+ years in FinTech and Auto Finance, delivering data-driven, user-centric products that scale digital servicing and reduce operational costs. Skilled in SQL analytics, product discovery, and modern web technologies.

EDUCATION

University of Central Florida – B.S. Aerospace Engineering

WORK EXPERIENCE

Capital One - Senior Associate Product Manager   **Apr. 2024 - Present**

- Defined and executed product strategy enabling self-service title updates for 60K+ Auto Finance accounts annually, driving $800K/year in OPEX reduction and improving CX metrics.
- Led cross-functional alignment across design, compliance, engineering, and legal to translate customer insights into scalable onboarding and servicing features.
- Used SQL on large customer and agent datasets to uncover behavioral insights to drive product discovery and roadmap priorities.
- Spearheaded QA strategy for a platform migration impacting 7M+ accounts and 100+ attributes, ensuring business logic accuracy and seamless data continuity across servicing platforms.
- Mentored associate PMs and partnered with engineering leads to incorporate best practices for agile delivery leveraging AI tools like Microsoft's copilot and Google's Gemini.

Capital One - Associate Product Manager   **Aug. 2022 - Apr. 2024**

- Launched a regression testing platform reducing QA cycle time and ultimately validated the migration of over 7M auto finance accounts to a next-gen servicing ecosystem.
- Delivered key RESTful APIs and web/mobile features impacting 100K total loss customers/year which drove 8% reduction in agent calls and $400K/year in operational expense reduction.
- Delivered new comms strategy reaching 100K customers annually, improving clarity and boosting repayment metrics.

Northrop Grumman Corporation - Systems Engineer   **Jun. 2020 - Aug. 2022**

- Designed satellite software architecture models that mapped data flows and system interactions, enabling high-level planning and stakeholder buy-in.
- Authored critical documentation outlining software specifications, system protocols, and integration behaviors for use by engineering and program leadership.
- Led classified analysis for validation of satellite systems, ensuring mission readiness and performance benchmarks.

SELECT PROJECTS

Portfolio Webpage   **Sep. 2025 - Present**

- Built portfolio site using React, Next.js, Tailwind, and Vercel to showcase product work and technical projects.

Jordan's Financial Guide   **Jun. 2025 - Present**

- Developing interactive personal finance education platform with HTML/CSS/JS tiles, modals, and backend JSON structure for scalable content.
- Leveraged prompt engineering with the latest large language models (LLMs) like OpenAI's GPT 5, Gemini 2.5, AdCreative.AI to create AI generated content (videos/image/content)

TECHNICAL SKILLS

Product & Strategy: Agile Methodologies, Jira/Confluence, Figma, Lucidchart, Stakeholder Management
Data & Analytics: SQL (Snowflake), Tableau, A/B Testing, Data Visualization/Dashboarding
Development & Tooling: React, Next.js, Tailwind CSS, HTML/CSS/JS, Git/GitHub, Vercel