

# CHARLES GIGANTE

Digital Product Development

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## PROFILE

Strategic, results-oriented digital product manager with a proven track record of managing complex projects while delivering high-quality results on time and within budget. Consummate professional with superior collaboration skills, creative vision and a strong dedication to customer service.

## WORK EXPERIENCE

### **Solid Commerce – Product Manager**

(2017 – present)

Defined product requirements, set engineering priorities, wrote user stories, improved UI/UX and managed feature development for *Channels Manager*, Solid Commerce's multichannel inventory e-commerce platform and *Marketplace Shipping*, an orders and shipping system built exclusively for UPS. Communicated across teams and directly with customers through development sprints to ensure business needs were understood by stakeholders and deliverable dates were met. Tools: Jira, Confluence, Gliffy, Teamwork, etc.

[solidcommerce.com](http://solidcommerce.com) | [channelsmanager.com](http://channelsmanager.com)

### **Ideally, LLC - Director of Product Development**

(2013 – 2016)

Co-founder of *Ideally* and product manager for the *Shmap* mobile app (iOS). Product requirements, roadmap planning, project management, web development, UI/UX, social media and more.

[ideally.net](http://ideally.net) | [shmap.me](http://shmap.me) | [appstore.com/shmap](http://appstore.com/shmap)

### **in8 Mobile, a division of Nantworks - Manager of Content & Promotions** (2010 – 2013)

Managed the concepts, creative design, technical implementation and roadmap for all promotions and sweepstakes within in8 Mobile's two image/music recognition applications: *iD* and *Verizon iD*. <http://nantworks.com/>

### **Freelance - Website Developer**

(2014 – 2017) Portfolio: [crg.io](http://crg.io)

### **Universal Music Group - Senior Producer Mobile**

(2007 – 2010)

Responsible for all mobile content production for UMG's labels, giving UMG the top market share in the ringtone business. Managed an internal team of five to fulfill label production priorities. Collaborated closely with marketing executives to ensure all campaign commitments were met.

### **Warner Bros. - Lead of Wireless Personalization**

(2005 – 2007)

Creative lead and production manager for mobile graphics and ringtones for WB properties including Harry Potter, Happy Feet, Superman Returns, Looney Tunes, DC Comics, Friends and more.

### **Infospace Mobile – Manager of Production**

(2001 – 2005)

Managed the creative production of licensed music, voice and images, thus creating one of the most diverse and largest collections of content in the mobile industry at the time.

### **Emperor Norton Records – Manager of Distribution**

(1999 – 2001)

## SKILLS & PROFICIENCY

Web & Mobile Product Management, Product Requirements, Wireframing, Jira, Slack, Bugzilla, Agile Methods, User Stories, Photoshop, Web Development (HTML, CSS, PHP), Google Analytics, Management, Team Building, Copywriting, etc.

## EDUCATION

### **New York University**

Certificate, Web Development

### **University of Southern California**

B.S., Music Industry