Nick Lanahan / Product Manager

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# 13+ years leading cross-functional teams across defense, consulting, and financial services; expertise in product operating models, strategic planning, leadership development, and organizational transformation at EY, the U.S. Army, and early-stage ventures; contributed to a $8M+/year revenue flagship product transformation offering adopted by 2,500+ customers; U.S. Army Veteran with advanced certifications in AI Product Management; MBA + MS Engineering Management

# Professional Experience

## EY – *Product and Experience Design Practice* (Columbus, OH) *2021 – current*

**Manager – Technology Consulting, Product Management**

* Pioneered EY’s Product Playbook, adopted by 2,500+ product team members across industries.
* Co-founded $8M+/year Product Org Transformation offering—practice’s top-grossing service.
* Implemented OKR / metrics frameworks enabling strategic, data-driven decisions by 80,000+ employees.
* Drove strategy and solution refinement for a new product that scaled partnership growth at a major U.S. bank.
* Optimized portfolio management at a global bank, reducing 60% of steps enhancing prioritization / delivery flow.
* Defined product strategy framework used to launch new product at top-tier U.S. bank.
* Developed custom prioritization model enabling strategy and transparent decision-making at a global bank.
* Built PoC and MVP for competitive analysis tool, demonstrating AI use to 60+ product team members.
* Led research on 50+ product tools, producing a PoV that influenced enterprise tooling strategies at 4 major banks.
* Created coaching program adopted by 50+ teams during multiple product transformations at major banks.
* Defined process diagrams for 6 new product offerings, enabling team alignment for new product launch.
* Designed Product Mgmt. tooling strategy after analyzing 30+ tools, improving global alignment in major bank.
* Scrum Master for IAM team, facilitating agile delivery and improving delivery metrics by 50%.
* Co-developed GTM plan with Productboard to support partnership strategy.
* Led a 4-week analysis of 30 PM tools for 5 personas, which informed the creation of a new strategic offering.
* Designed a training program for product transformation, upskilling 50+ leaders through 8 experiential courses.
* Coordinated outreach for 2,000+ customers / staff during complex product transitions in major bank acquisition.
* Led the comms strategy for the first successful product shift in business banking amid a major bank acquisition.
* Authored communication strategy to transition 3,000+ business accounts for 3 products during an acquisition.

## Horizon Two Labs – *Venture Studio* (Columbus, OH) *2021*

**Product Management Intern**

* Analyzed user testing results and competitors to drive iteration and a strategic pivot for a testing automation tool.
* Conducted 30+ interviews and surveys to validate problem space for early-stage product.
* Conducted market / competitive analysis to advise studio partners on a potential digital identity product venture.

## U.S. Army – *Corps of Engineers 2011 – 2021 (active duty), 2021-current (Reserves)*

**Assistant Professor of Leadership and Military Science (Columbus, OH)**

* Pioneered flexible, tech-enabled learning model adopted by 200+ personnel, boosting student satisfaction to 90%.
* Optimized 60+ hrs/term of leadership coursework through feedback-driven design, improving retention by 50%.
* Mentored a leadership pipeline that produced over 50% of the battalion’s senior leaders over three years.
* Trained, assessed, and mentored 2,000+ cadets in leadership, driving development of the Army’s future leaders.
* Coached 70+ cadets, producing a record number of distinguished grads at a national leadership school evaluation.

**Senior Manager – Engineering Company Commander (Pyeongtaek, South Korea)**

* Empowered teams by launching a bottom-up SOP development program, reducing refinement iterations by 75%.
* Partnered cross-functionally to implement training that cut cycles by 50%, addressing 90% annual turnover.
* Led relocation and merger of a legacy 100+ personnel organization with new teams 6 months ahead of schedule.
* Launched training program for 138 personnel, achieving perfect external evaluation in one year.

**Program Manager – Host Nation Funded Construction Program (Seoul, South Korea)**

* Aligned stakeholders on 17 new projects ($901M), accelerating critical relocation of 12,000 U.S. troops in Korea.
* Managed Army portfolio in a $10B relocation project, driving change management and executive updates.
* Contributed key strategic insights to executive negotiations, securing 50%+ of the joint construction budget.
* Developed tracking tool and prioritization framework, saving 80+ hours annually.

**Manager - Project Engineer / Executive Officer / Platoon Leader / Project Manager (Killeen, TX)**

* Project Manager for a $39M strategic initiative, leading a 112-person team to modernize core technologies.
* Designed a training strategy for a 1,000+ engineers, aligning 89 distinct missions with leadership's core vision.
* Launched an agile tracking system, increasing executive visibility and reducing missed deadlines by 25%
* Drove a culture of excellence in a 112-person team resulting in perfect evaluations and top leadership awards.

# Education

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| **The Ohio State University, Fisher College of Business** | **Columbus, OH** |
| Master of Business Administration |  |
| **Missouri University of Science and Technology** | **Rolla, MO** |
| Master of Science in Engineering Management, Military Construction Management Certification |  |
| **North Carolina State University** | **Raleigh, NC** |
| Bachelor of Science in Civil Engineering (structural concentration), Minor in Military Science |  |

# Additional Information

* U.S. Army Reserve Officer (Major) for the Far East District U.S. Army Corps of Engineers – Strategic Planner
* Certifications: Advanced AI Product Leadership Certification (AI Product Academy), AI Product Management 101- Building AI Products end-to-end (AI Product Academy), AI Prototyping for Product Managers Certification, EY Bronze AI Engineering Badge, EY Bronze Blockchain Badge
* Skills: Product Strategy, User Research, Cross-functional Leadership, Prioritization, Roadmap development and trade-offs, Business Strategy, AI Product Management, AI Product Strategy, Org Design & Product Ops, Customer Discovery, Leadership, AI Prompt Engineering, Large scale organizational transformation
* Tools: Productboard, Replit, Cursor, v0, Bolt.new, PostHog, Tensorflow (learning now), Jira, Confluence

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