Nikolas Thiessen

Sr. Product Leader with 12+ years driving $500M+ impact across global markets. Combines strategic product vision with technical execution.

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Experience

Amazon
2021 — Present

Sr. Product Manager, Customer Service Tech │ Austin, TX

- Own product vision and roadmap for Help & Feedback across Amazon's device ecosystem (Alexa, Prime Video, FireTV), leading cross-functional team serving 200M+ global users.
- Redesigned troubleshooting flows using A/B testing and analytics, increasing self-service resolution rate by 800bps.
- Launched hardware diagnostics and customer-facing automations, enabling 150K+ monthly self-resolutions and reducing contact rates by 250bps.
- Built reusable LLM-powered recommendation API with Engineering, accelerating integration timelines by 6 weeks.

Sr. Program Manager, Retail Business Services │ Mexico City, Mexico

- Led 300+ global ops team to scale store optimization for 12K+ sellers, driving $200M in incremental revenue.
- Rolled out GenAI-powered support triage, cutting annual costs by $2M and improving productivity by 40%.

Scotiabank
2018 — 2021

Director, Operational Design & Engineering │ Lima, Peru

- Directed 60-person team at Peru's 3rd largest bank ($18B assets), leading core digital transformation.
- Launched digital lending portfolio: country's first paperless credit process (80% faster approval) and new SME credit card ($10M placements in 6 months).
- Established automation Center of Excellence, automating 20% of back-end processes.

Uber
2017 — 2018

Operations & Logistics Manager, Marketplace Lead │ Lima, Peru

- Designed and launched UberX VIP in four cities, increasing trip volume by over 10%.
- Led expansion to two cities, boosting trip volume by 15% and gross bookings by 8%.
- Developed driver incentive program that cut spend by 20%, achieving first-ever market profitability.

World Bank Group (IFC)
2011 — 2014

Investment Analyst, Andean Region

- Structured and pitched investment theses for $370M+ in projects across South America.
- Received 2013 IFC Performance Award, recognizing top performers globally.

Skills

Product & Strategy
Product Vision, Roadmapping, A/B Testing, Analytics, Cross-functional Leadership

Technical
LLM/GenAI, React Native, API Development, Automation/RPA, Data Analytics

Leadership & Operations
Team Management (60+ teams), Program Management, Digital Transformation, Global Ops

Personal Projects

FrugalScan
AI-powered spending insights from bank statements. Built with Next.js, Claude API, and Recharts.

LiftTrack (iOS App)
Built and launched a local-first iOS workout tracking app using React Native, managing from design through App Store deployment.

Gist Newsletter
Weekly tech newsletter for non-technical professionals. Built AI-assisted workflow, 52-week content strategy, and monetization roadmap targeting 1,000+ subscribers.

Education

UC Berkeley, Haas School of Business
Master of Business Administration (MBA)
2014 — 2016

Universidad de Lima
BS, Industrial Engineering
2003 — 2008