

NICK GARDONE

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SENIOR PRODUCT MANAGER | PRODUCT CONSULTANT

Senior Product Manager with 10+ years of experience delivering innovative, customer-centric digital solutions that drive revenue growth and operational efficiency. Proven ability to lead cross-functional teams through the entire product lifecycle — from discovery and strategy to launch and iteration. Expert in driving business outcomes through data-informed decisions, agile experimentation, and user-centered design. Passionate about leveraging emerging technologies, including AI, to transform digital experiences, unlock new value, and scale impact. Eager to lead AI-driven product initiatives that blend cutting-edge technology with exceptional user experience.

Product & Strategy

- Outcome-Driven Roadmaps
- A/B Testing, Experimentation
- Data Driven Decision Making
- Mobile-First Strategy
- Personalized Experiences

- Product-Led Growth
- Omnichannel Journeys
- KPI Accountability
- Go-To-Market Strategy
- Generative AI

Leadership

- Product Vision
- Cross-Functional Leadership
- Talent Development, Mentorship
- B2B SaaS Partnerships
- Stakeholder Management

Technical Skills: Jira, Confluence, Adobe Analytics, Tableau, Figma, Miro

PROFESSIONAL EXPERIENCE

SIGNET JEWELERS, Dallas, TX

02/2021 to 05/2025

Signet Jewelers is the world's largest retailer of diamond jewelry, with brands (Kay, Zales, Jared, Banter, Blue Nile, Peoples, H. Samuel, Ernest Jones) in the US, UK and Canada.

Senior Product Manager, Digital Product

Developed and executed on product roadmaps aligned with digital-first objectives, respectively driving **\$36MM**, **\$28MM**, and **\$15MM** in incremental annual revenue. Drove product strategy across domains in Checkout, Delivery & Pickup channels, Customer Notifications, Mobile App, and Digital Storefront services used by store agents.

- Designed and conducted A/B testing to validate design decisions and prioritization
- Rolled out thoughtful go-to-market strategies, ensuring optimal success for new services
- Launched new order delivery method accounting for **\$6.5MM** in annual revenue
- Designed **AI-Powered** customer insights, capturing thousands of structured feedback monthly
- Created cross-channel gifting services, driving engagement by **24%** of customers, increasing CSAT scores by **23%**, and strengthening customer LTV
- Integrated proactive delivery notifications, reducing order status call volume by **31%**
- Conducted competitive analysis, market research, and user interviews to gain directional insights

JP MORGAN CHASE, Home Lending, Dallas, TX

07/2011 to 01/2021

JPMorgan Chase is America's #1 bank by assets (~\$4 T) and a Fortune 20 financial powerhouse whose Home Lending business services 7 MM+ mortgages worth about \$1 T.

VP, Senior Product Manager, Digital Transformation | 12/2018 to 01/2021

Launched **MVP** of Chase enterprise digital customer engagement application. Led cross-functional teams to deliver 50+ digital solutions integrated with Chase.com and the Chase Mobile App.

- Exceeded **2MM** visits and **900k** unique users within first year of launching new enterprise app
- Drove completion of digital solutions to **50,000+** customers, reducing portfolio risk, generating millions in revenue, and reducing call volume by **6%**
- Contributed to Chase ranking **#1** in Online Banking Satisfaction in 2020 J.D. Power US banking study

AVP, Senior Product Manager, Robotic Process Automation Lead | 11/2017 to 12/2018

As Product Manager for the RPA program in the Home Lending organization, built and managed a backlog of business process candidates to be automated with RPA technology.

- As Process Champion for the RPA program, launched a campaign to promote awareness and understanding of RPA capabilities to business process owners and managers
- Conducted in-depth feasibility assessments for process candidates to be automated with RPA
- Drove the transformation of the RPA program to a product management approach, bringing substantial efficiency by implementing agile methods
- Key contributor towards delivering bots with FTE savings ranging from **0.5 to 9**

AVP, Product Owner | 02/2015 to 11/2017

Orchestrated software and process development strategies for the Customer Assistance organization, driving regulatory compliance and achieving operational efficiency.

- Led loan portfolio conversion initiative, moving 1.5 million accounts to a new set of systems
- Designed and deployed 10+ sizable workflow modules on multiple applications to maintain compliance with CFPB regulations and carry-out our strategic roadmap

Business Analyst II | 10/2011 to 02/2015

Assigned, oversaw, and maintained a fluctuating pipeline of 1300+ mortgage accounts to 15 agents. Ensured accuracy and soundness of operational procedures, aligning with business changes. Conducted testing for workflow software development projects.

Mortgage Modification Counselor | 07/2011 to 10/2011

Guided delinquent homeowners through government and Chase workout programs – collecting financials, assessing eligibility, and packaging modification files end-to-end, to keep them out of foreclosure. Maintained a 95-100% quality-assurance score while protecting bank portfolio value and customer home ownership.

EDUCATION

Bachelor of Business Administration, Concentration in Management

State University of New York at Fredonia