

# Jonathan James

## Product Manager

*Experienced product leader with 10 years in driving digital payment innovations, building resilient API platforms, and enhancing customer engagement in financial services. Skilled in leading cross-functional teams to deliver scalable solutions that improve user experiences and drive business growth.*

### WORK EXPERIENCE

#### JPMorgan Chase & Co.

Product Manager - Payment Activation & Platforms

Executive Director (Jan 2025)

New York, NY | July 2021 - current

- Led a team of 5 product managers and 6 scrum teams to deliver a multi-product payment roadmap, driving an 18% YoY increase multi-product payment usage.
- Optimized an in-app messaging platform, that used personalized insights to prompt customers to discover new features. One message led to a 35% increase in digital wallet spending - measured through multivariate testing.
- Oversaw the customer payment center redesign, promoting widespread adoption of new and existing payment rails across a diverse range of Chase products (e.g., Bill Pay, Zelle, Wires, Transfers, Real Time Payments).
- Led the development of a shared API-powered payments platform on a modern technology stack, eliminating system downtime and implementing universal payment idempotency controls.

Product Marketing Manager - Small Business

Vice President

March 2020 - June 2021

- Spearheaded a comprehensive redesign of the Chase for Business website. Implemented new site navigation framework, fresh designs, and compelling content to drive a 40% increase in website conversion rates.
- Created and managed Chase's Paycheck Protection Program (PPP) website, posted important updates and drafted educational content for over 3 million small business customers who received a PPP loan.

Product Associate - Customer Engagement

Associate / Senior Associate

January 2018 - February 2020

- Revamped user account setup, achieving a 55% increase in digital alert enrollment. Delivered impactful product enhancements to reduce the number of unfunded new accounts by 21%.
- Gathered customer insights by spearheading a tele-sales campaign targeting new customers, resulting in a deeper understanding of user needs within their first 90 days. This led to an average increase of approximately \$2,000 in deposit balances per customer.

Product Analyst - Digital Lending

Analyst

July 2014 - December 2017

- Crafted user stories for engineering teams, which enabled the team to launch a new lending product on schedule and meet adoption projections.
- Conducted extensive market research around small business lending which led to reprioritizing 5-year product roadmap to focus on line of credit products instead of merchant lending.

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### TOOLS / SKILLS

#### Collaboration tools

- Confluence
- Figma
- Google Suite
- InVision
- Jira / Jira Align
- Microsoft Teams
- Miro
- PowerPoint
- Salesforce
- Slack

#### Analytical tools

- Adobe Analytics
- Excel
- Qualtrics
- R
- Tableau

#### Skills

- Agile development
- Business casing
- Coaching and career development
- Multivariate testing & experimentation
- Quality assurance

#### Interests

- Improv comedy
- Hiking
- Marathon training
- Volunteering at Achilles International

### EDUCATION

#### B.B.A

#### Finance

University of Massachusetts

September 2010 - May 2014

Amherst, MA