

Nathan Dryer

Los Angeles, CA & San Francisco, CA

Product Manager · User Research · Digital & AI/ML Products

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SKILLS

Product Management // Product Strategy, Roadmapping, Product Discovery, PRDs, User Stories, OKRs, KPIs

AI & Data // AI/ML Product Features, Generative AI, LLMs, Prompt Engineering, SQL, Tableau, A/B Testing, Data-Driven Decision Making

Research & Design // User Research, Persona Development, Customer Journey Mapping, Usability Testing, Go-to-Market Strategy

Methodologies // Agile, Scrum, Kanban, Design Thinking, Lean Startup

Leadership // Cross-Functional Team Leadership, Stakeholder Management, Executive Communication

Domain // SaaS, B2B, B2C, Fintech, Healthcare IT, Mobile (iOS/Android)

EXPERIENCE

Product Consultant | Independent

Los Angeles, CA · 2022 – Present

- Delivered agentic workflow automations to 5 SMBs using fine-tuned LLMs, cutting operational costs 25% and support response time 35% per client, resulting in over \$375K in annual savings
- Earned AI Product Manager certification; applied generative AI and LLMs to automate workflows for 5 SMB clients

Product Manager | Lyft

San Francisco, CA · 2021 – 2022

- Led UX research across product and engineering (500+ employees), uncovering async collaboration gaps and tool fragmentation costing 4+ hours/week; presented to executives, securing \$500K to found Lyft's Digital Collaboration team
- Partnered with Google and Slack product teams to expose new API data points, enabling real-time availability and remote status features in Lyft's internal collaboration tools
- Deployed an async collaboration platform for distributed engineering teams, lifting employee satisfaction scores 40 points and boosting pilot team sprint velocity 11% (+4-8 features per team per sprint)

Senior Product Manager | Verint (formerly ForeSee)

San Francisco, CA · 2018 – 2020

- Consolidated 7 mobile apps across 3 acquired companies (\$65M acquisition) into 3 core apps on the Experience Management (XM) platform, expanding mobile access from 20% to 70% of the customer base
- Rebuilt mobile case management for the XM platform, replacing desktop-only workflows for retail store employees; active users jumped 178% overnight (18K to 50K) with mobile engagement up 416%
- Saved a \$3M Nordstrom contract by expediting mobile case management delivery ahead of the renewal deadline through aggressive negotiation and reprioritization of the roadmap

Product Manager/UX Analyst | McKesson/RelayHealth

San Francisco, CA · 2015 – 2018

- Reduced support costs \$1M/year on a \$40M patient portal serving 4.1M+ patients by identifying onboarding as the root cause of 60% of support tickets through multi-state call center analysis
- Grew MAU 35% (4.1M to 5.5M) within one month of launch by redesigning the onboarding and registration workflow blocking patient activation
- Connected 1M+ patients to health records across unaffiliated systems by launching a SMART on FHIR interoperability application

Sr. Business Analyst/Product Owner | Fifth Third Bank

Cincinnati, OH · 2009 – 2015

- Launched the bank's first native iOS/Android apps from 0 to 1, growing DAU from 20K to 400K (1,900%) and scaling to 1M+ users by 2015
- Shipped Remote Deposit Capture (RDC) in partnership with NCR, growing mobile deposits to \$100M/year (20% of total consumer deposits) within 15 months at 96% lower cost per transaction versus in-branch
- Built the bank's real-time push alerting platform, growing adoption 168% (5.7M to 13.9M/year) and deflecting routine branch visits; partnered with IVR to route fraud alerts pre-authenticated with full account context, getting customers to agents faster

EDUCATION

Bachelor of Science in Business Administration

Information Systems

Xavier University

2005 – 2009

CERTIFICATIONS

› Certified AI Product Manager (CAPM) › Pragmatic Marketing Certified (Level 2 & 3) › Career Essentials in Generative AI › Certified Scrum Product Owner › Lean Six Sigma Yellow Belt