

Camille Scott

📞 (704) 555-4186 ✉️ camille.scott@example.com 💼 linkedin.com/example/camillescott 📍 Charlotte, NC 28202

SUMMARY

Product Manager with six years of experience delivering **consumer digital products** across financial services and regulated environments. Leads login, **multifactor authentication**, identity verification, account recovery, security settings, and client protection journeys across web and mobile experiences. Uses funnel analytics, customer feedback, usability research, controlled experiments, and **post launch monitoring** to reduce friction without weakening cybersecurity, fraud, compliance, or legal controls. Partners closely with engineering, design, research, identity, fraud, cybersecurity, compliance, legal, and client service teams from discovery through release. Writes precise user stories and acceptance criteria for successful paths, accessibility, error states, recovery options, instrumentation, and edge cases. Applies **AI supported workflows** for research synthesis, data exploration, requirements review, prototyping, and test scenario discovery with careful human validation and client data safeguards. Brings clear judgment, ownership, and practical communication to complex account access decisions.

EXPERIENCE

Product Manager, Identity and Account Access

May 2023 - Present

Piedmont Digital Financial

Charlotte, NC

Owns consumer account access product direction across retirement and brokerage web and mobile experiences, guiding roadmap decisions, delivery, release governance, and post launch measurement with cross functional partners.

- Unified **login** data, **abandonment** trends, and service feedback to prioritize safer lockout recovery improvements.
- Specified authentication stories covering **accessibility**, exceptions, recovery choices, instrumentation, and error handling for engineering delivery.
- Resolved cybersecurity, fraud, compliance, legal, and service dependencies before approval, keeping releases aligned with risk controls.
- Established post launch reviews tracking **authentication completion**, **recovery completion**, customer effort, support contacts, and security signals.
- Built validated AI workflows for **research synthesis**, exploratory analysis, requirement review, prototype ideas, and test scenarios.

Associate Product Manager, Client Security

March 2021 - April 2023

Blue Ridge Fintech

Raleigh, NC

Managed discovery and delivery for **identity verification**, device recognition, **security notifications**, and account access capabilities within a regulated consumer finance platform.

- Mapped multistep verification funnels to isolate abandonment, then shaped experiments and interface revisions around evidence.
- Turned moderated recovery **research** into clearer content and interaction requirements for security settings and account access.
- Coordinated **engineering** and **fraud** dependencies for verification vendor releases, maintaining decision logs and milestone readiness.
- Created **acceptance criteria** covering successful paths, exceptions, retry behavior, accessibility, analytics, and service escalation.
- Used structured AI prompts for research summaries and requirement gaps, checking source material against policy constraints.

Product Analyst, Consumer Account Access

July 2020 - February 2021

Lakeview Consumer Platforms

Richmond, VA

Supported senior product managers with funnel reporting, **customer feedback** analysis, event tracking, **launch** readiness, and governance for incremental account access improvements.

- Maintained reporting for **login** completion, enrollment, recovery, abandonment, and service contacts across consumer journeys.
- Separated usability friction from security interruptions by analyzing behavioral patterns across web account access flows.
- Translated analytics questions into event tracking requirements, then verified implementation with engineering before release evaluation.
- Grouped survey and service case feedback into recurring themes that informed product and design **discovery** priorities.
- Documented requirements, **edge cases**, and test scenarios for governed account access improvements under senior product guidance.

PROJECTS

Secure Recovery Funnel Review 📅 2024

Started with customer friction, then connected funnel evidence, usability findings, recovery exceptions, and service contacts into a practical roadmap for safer account recovery decisions.

AI Supported Product Discovery Workflow 📅 2023

Turned recurring research work into a repeatable workflow for synthesis, data exploration, requirements review, prototyping, and test scenario discovery with human validation.

LEADERSHIP & AWARDS

- Recognized by product leadership for improving account access decisions through clear funnel evidence and customer research.
- Selected by cross functional partners as a trusted contributor for authentication release planning and risk tradeoffs.

- Led practical AI workflow adoption for product discovery while protecting confidential client information and validating outputs.

EDUCATION

Bachelor of Science in Business Administration

2020

Virginia Commonwealth University GPA: 4.0

Richmond, VA

Coursework: Product strategy, business analytics, information systems, organizational behavior

CERTIFICATIONS

- Certified Scrum Product Owner 📅 2024
- Professional Product Management Certificate 📅 2023

TECHNICAL SKILLS

- **Authentication Systems:** Login, multifactor authentication, passkeys
- **Identity Verification:** Identity proofing, verification vendors, exception handling
- **Account Recovery:** Lockout recovery, retry flows, recovery options
- **Product Analytics:** Funnel analytics, event tracking, abandonment analysis
- **Research Methods:** Usability research, moderated sessions, customer feedback
- **Experimentation:** Controlled experiments, hypothesis testing, interface testing
- **Product Documentation:** User stories, acceptance criteria, decision logs
- **Security and Risk:** Cybersecurity, fraud prevention, security controls
- **Regulated Product Work:** Compliance, legal review, financial services
- **AI Product Workflows:** Research synthesis, data exploration, prototype ideation
- **Delivery Management:** Roadmaps, dependency tracking, milestone readiness
- **Monitoring and Reporting:** Post launch monitoring, support contacts, security indicators

SKILLS

- | | | | |
|---------------------|-----------------------|--------------------------|--------------------------|
| • Product strategy | • User stories | • Fraud prevention | • Prototyping |
| • Roadmap ownership | • Acceptance criteria | • Stakeholder management | • Post launch monitoring |
| • Funnel analytics | • Accessibility | • AI supported workflows | • Financial services |
| • Usability testing | • Cybersecurity | • Data exploration | |

PROFESSIONAL AFFILIATIONS

- Product Development and Management Association member, connecting account access practice with broader product research and delivery standards.
- Financial services product community participant, sharing lessons from regulated authentication, recovery, fraud, and customer effort work.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST