# Jeremy Banks
## /product leader

**Director of Product** at Carbyne, overseeing product processes, scale, and growth. I serve on the **Board of Directors** for both APCO International and Product Hive, a community of over 10k+ product management and UX professionals across the nation.

## RESUME /work

### Carbyne
New York, NY

**Director of Product** — Feb 2024 – Present

- Lead product operations and processes, aligning daily activities with company goals
- Guide and mentor a team of 5 international product managers
- Implement and monitor team KPIs, using data to inform product decisions
- Liaison with cross-functionally integrating product strategies company-wide

**Senior Product Manager** — Jul 2021 – Feb 2024

- Oversaw process, scale, and growth for a 13-person product team
- Launched new ML product generating $6m TCV in 8 months
- Assessed viability of innovation products, rolling out betas and iterating
- Drove user research and own all strategic partnership and integrations via API
- Managed all feature requests and implemented tooling increasing visibility

### Chargeback
San Francisco, CA

**Director of Product** — Dec 2020 – Jul 2021

- Transformed partnership relationships leading to company acquisition
- Drove organizational focus and alignment around product vision across the org
- Led and empowered a team of 4 including design, product, and user research
- Established a product road map promoting a product-centered organization

**Senior Product Manager** — Jun 2020 – Dec 2020

- Secured over 5 product launches improving operations and user experience
- Collaborated with 3 product teams and stakeholders
- Automated a customer facing product decreasing customer intervention by 15%

### Ragnar Relay
Salt Lake City, UT

**Product Manager** — Mar 2018 – Jun 2020

- Solution expert for over 12 web and mobile application products
- Integrate company vision and stakeholder goals into 24+ product launches
- Test ideas through structured processes validating success while mitigating risk

### InMoment
South Jordan, UT

**Product Owner** — Oct 2016 – Mar 2018

- Product owner of all customized reports and programs for SMB/Enterprise Clients
- Discovered client needs through client interviewing to deliver enhanced products

## CONTACT /hi

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- → **Web** – jwbanks.com

## EDUCATION /learn

**B.S., Business Management**
May 2017 | University of Utah

## SKILLS /traits

product strategy

team leadership

road mapping

prioritizing

product scale

product discovery

culture evangelist

## VOLUNTEER /give

### Product Hive
2018 – Present

**Board of Director, Treasurer**

Product community over 10k+ that exists to help each other learn, contribute, and connect through volunteer-led opportunities.

### APCO Intl.
2024 – Present

**Board of Director, CAC**

Commercial Advisory Committee for the Utah chapter of APCO, a national Public Safety Association.