# NATHAN ROSS

## SENIOR PRODUCT MANAGER

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## PROFESSIONAL EXPERIENCE

**BANK OF AMERICA, Addison, TX**                                                        **2019 - 2025**

**Senior Product Manager - Enterprise PassKey Authentication, 2022 - 2025**

- Rescued a thrice-delayed initiative to develop and implement a FIDO2-based enterprise Passwordless desktop, web, & mobile product by taking over management of and directing a team of seven engineers, getting the project back on track by introducing a phased rollout. The initiative led to significant improvements in security company-wide, pioneering a modern & user-friendly approach to authentication in the Fintech industry.

- Defined Passwordless project milestones, timelines, and deliverables by overseeing product lifecycle management, leading product roadmap development into production, and designing the change process from pilot stage to full implementation.

- Created user training and communication strategies to ensure a smooth transition from standard Multi-Factor Authentication (MFA or 2FA) to a frictionless 3FA Passwordless solution that improved security and enhanced user experience for over 110,000 daily active users worldwide.

- Glue & guide for eleven cross-functional teams, including SSO, engineering, biometric & hardware authentication, governance, risk, legal, and third-party vendors, to align with broader organizational objectives to strengthen bank infrastructure & spur continuous improvement through Passwordless' modernized security posture.

- Onboarded over 1600 internal & consumer-facing products & services across all lines of business in the first 36 weeks after launch, ultimately resulting in over $150m of cost reductions annually.

**Product Manager - Core Authentication Engineering, 2020 - 2022**

- Managed six critical cybersecurity engineering & Identity and Access Management (IAM) product teams that formed the enterprise-wide authentication and identity platform including Consolidated Directory Services, Data Monitoring & Analytics, & Federated Single Sign-On. Increased on-time vulnerability remediation by 40% and improved the overall security posture of these products by implementing new standardized process flows.

- Organized implementation of risk management activities, including critical vulnerability remediation, security updates, intra-team processes & procedures, records retention, business continuity & technical recovery plans, governance & compliance, and security audits.

- Collaborated with senior leadership, tech owners, risk leads, security partners, & process owners to identify and manage performance of technology risk concerns, define, scope, & plan sprints, and create process documentation, how-to guides, & templates to ensure operational consistency and efficiency.

- Improved recovery, stability, & scalability of key platforms by championing streamlined, zero trust process flows and working with executive leadership to develop & refine a shift to containerization, reducing maintenance downtime by 20%.

**Information Security Engineer - Identity & Access Management, 2019 - 2020**

- Managed the successful migration from the legacy IAM products CA Siteminder & Directory to the extensible and modern federation & access management tools Ping Federation, Ping Access, & Ping Directory, saving an estimated $1M per month in support costs.

- Developed business continuity & technical recovery plans for critical IAM datacenters that led to a 18% year-over-year increase in meeting RTO & RPO targets during failover exercises.

- Partnered with product leads, designers, and engineers to transform products using aging standards into modern applications leveraging OAuth, SAML, OpenID, and other robust web application management standards. Coordinated and remediated engineering support requests for a portfolio of over 800 internal applications.

**SOLILOQUY MEDIA, Dallas, TX**                                                              **2014 - 2019**
**Founder & Managing Partner**

- Launched a direct-to-consumer digital media services company that provided turnkey video, photo, graphic design, and web design services alongside conversion services for VHS tapes, audio cassette tapes, vinyl, and other legacy media.
- Expanded to offer brand strategy & digital marketing services that targeted SMB & non-profits, generating 14 new recurring clients the first quarter after launch. Championed user experience, product vision, & product focus by training client stakeholders how to identify and prioritize impactful success metrics.
- Partnered with regional apparel retailer to design omnichannel strategy that reoriented services and marketing around the customer journey. Developed application using Python, Jinja, & Django to automate email and web marketing generation, increasing conversion rate by over 20%.
- Directed a digital transformation and brand strategy initiative for a Texas winery. Conducted market research, NPS, & customer satisfaction surveys to provide its first detailed insights into customer needs, pain points, and demographics. Analyzed current state of industry & business, and developed strategy to increase customer engagement & retention. YoY revenue increased 7%, costs reduced by 2%, and wine club membership increased by 5%.

## EDUCATION

**RICE UNIVERSITY**  Jones Graduate School of Business
**Master Business Administration (MBA)** - Strategic Management & Entrepreneurship, 2024
President, Rice Business Student Association; Consultant, Global Field Experience; Cohort Director, Black Business Student Association

**THE UNIVERSITY OF TEXAS AT DALLAS**  School of Arts, Humanities, and Technology
**Bachelor of Arts (BA)** in Arts, Technology, and Emerging Communication

**THE WASHINGTON CAMPUS**
Strategically Managing Business, Public Affairs, and Public Policy, 2024

**DOERR INSTITUTE FOR NEW LEADERS**
Leader as Coach, 2023

## VOLUNTEERING & MEMBERSHIPS

**Year Up United** Career Coach
**GRAMMY Recording Academy** District Advocate
**Amel Houston** Leadership & Career Coach
**EWK Foundation** Advisor
**Project Management Institute** Member
**National Black MBA Association** Member
**Lean Six Sigma** Green Belt