

NISHANT SHAH

PRODUCT MANAGER

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DRIVING ADVANCED AI-ENABLED SOLUTIONS, TRANSFORMATIVE PRODUCT STRATEGIES & IMPACTFUL BUSINESS INNOVATION

Dynamic Product Manager with 10+ years of achievements optimizing product strategy, vision, and execution, specializing in AI- and ML-powered tools for business operations, supply chain functions, product lifecycle management, and customer engagement.

- **Results-Oriented**, blending business acumen, technical expertise, and market analysis to implement Agile initiatives that strengthen AI agent development and business outcomes.
- **Customer-Obsessed** with a proven track record of leading cross-functional teams, fostering a collaborative environment that enhances team performance, workflows, development, and customer satisfaction.
- **Agile and Innovative** with an analytical and data-driven mindset in managing product roadmaps, identifying opportunities throughout the end-to-end product lifecycle, and aligning AI innovation with business objectives.

CORE COMPETENCIES

- Agile Product Strategy & Vision
- Product Lifecycle Management
- Cross-Functional Leadership
- Technical Product Management
- AI-Powered, ML & LLM Products
- Customer Data & Market Analysis
- Product Requirements & Roadmaps
- AI Agent Development & Automation
- Business Stakeholder Engagement

CAREER EXPERIENCE

PRODUCT & ENGINEERING LEADERSHIP

Discover Financial Services – Chicago, Illinois

Principal Product Owner

2024 – Present

- Spearheaded the product lifecycle for Home Loan's inaugural AI product, a generative AI chatbot trained on proprietary documentation.
- Leveraged the AI-powered solution to reduce analysis time and improve change accuracy while supporting data and insight gathering for system behavior, impact analysis, and employee onboarding.
- Streamlined the software upgrade process, achieving consistent, on-time delivery for 90% of monthly releases within 3 months by restructuring the schedule to align with team capacity.
- Selected to build a robust generative AI solution for querying across 2,500 software documents; drove strategic research, collaboration, and innovation over 9 months to prove business readiness for a long-term viable solution.
- Oversaw 10 monthly originations system releases, including enhancement scoping, defect triaging, stakeholder communications, UAT coordination, and post-production validation.
- Strengthened compliance and risk management through Document Data Intelligence, a document verification initiative to automate compliance checks and improve regulatory controls.
- Owned vendor relationships for the Enabling Capabilities team, aligning home loan product roadmaps with vendor capabilities and performance.
- Headed a pilot team to execute the transformation from Waterfall to Agile, serving as a model for future organization-wide implementation.

OneMain Financial – Chicago, Illinois Engineering Manager

2020 – 2024

- Took on a leadership role, guiding cross-functional teams to deliver SaaS platforms and streamline customer-facing digital loan originations in an Agile framework.
- Partnered with product, UX, and engineering teams to architect and deliver the Fast-Track Renewal Program, a more than \$2M MVP that enabled fully digital renewals and boosted ROI through reduced customer acquisition costs.
- Successfully mapped out 100% of customer journeys for the application-to-funding process in 2 months, leveraging the Miro tool for comprehensive visualization of the full digital flow.
- Orchestrated the successful launch of a fully digital loan renewal MVP and scaled to 80K customers in 6 months by collaborating with cross-functional teams to ensure system-wide compatibility and optimal customer experiences.
- Delivered strategic products and enhancements, including a verification document upload tool and A/B testing frameworks to improve conversion, user experiences, and operational efficiency.
- Owned vendor evaluation and implementation for eSignature solutions (DocuSign) and appointment booking tools, delivering product strategy, feasibility, and cost-benefit analysis to leadership.

ADDITIONAL ENGINEERING EXPERIENCE

Software Engineer | Eight Bit Studios – Chicago, Illinois

2019 – 2020

- Partnered with product managers to deliver key collaboration features for a financial professional web platform (MDRT), aligning engineering execution with user experience goals.

Software Engineer | Placester, Inc. – Chicago, Illinois

2018

- Built RESTful APIs and serverless applications for this mid-sized software company, delivering backend and frontend solutions, using Ruby, Golang, and Node.js.

Software Engineer | Sittercity – Chicago, Illinois

2017

- Supported technical product management and enhancements across UX, application performance, testing, and efficiency, using Ruby, Golang, and Node.js.

Software Engineer | Avant Credit – Chicago, Illinois

2014 – 2016

- Owned critical projects, including implementing a workflow system from concept to launch, minimizing manual processes, and conducting user interviews and product discovery to design custom workflows. Improved quality, consistency, and problem-solving for customer-facing agents, elevating quality KPIs and new hire onboarding.

Prior roles as a [QA Analyst & Software Engineer](#) with CME Group, [.Net Developer](#) with Hanley Group Capital, [Software Engineer](#) with Serengeti Law, and [Front Office Developer](#) with IMC-Chicago.

EDUCATION & CERTIFICATIONS

[Master of Business Administration](#) | University of Chicago, Booth School of Business – Chicago, Illinois

[Master of Science in Computer Science](#) | University of Chicago – Chicago, Illinois

[Bachelor of Science in Computer Engineering](#) | University of Illinois at Chicago – Chicago, Illinois

[Product Manager Certification](#), September 2025 | Product School

[AI Product Manager Certification](#), October 2025 | Product School