

JACK GAUTHIER

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POSITIONING STATEMENT

Seeking a Product Manager role where I can apply my proven ability in leading large-scale entitlement and identity platforms to deliver intelligent, data-driven, and scalable solutions that enhance user experience and operational efficiency.

PROFESSIONAL PROFILE

Strategic and outcome-driven Product Manager with seven years of progressive leadership experience at Goldman Sachs, specializing in enterprise product lifecycle management, entitlement systems, and identity governance. Adept at translating complex business needs into innovative technical solutions that balance user experience, compliance, and scalability. Demonstrated success introducing Agile methodologies, automation frameworks, and analytics-driven process improvements that reduced operational backlog by over 40% and optimized entitlement workflows for 30,000+ global users. Recognized for partnering with cross-functional teams to shape product roadmaps, integrate AI-ready solutions, and drive measurable impact.

CORE COMPETENCIES

- Business Requirements Gathering
- Team Leadership & Mentorship
- Product Lifecycle Management
- CRM & Entitlement Systems
- Cross-Functional Collaboration
- AI-Drive Solution Development
- Data Analysis & Visualization
- Stakeholder Communication
- Process Reengineering
- Workflow Automation
- User Experience
- Agile & Scrum

EXPERIENCE AND IMPACT

GOLDMAN SACHS, SALT LAKE CITY, UT, NOV 2018 TO PRESENT

VICE PRESIDENT PRODUCT MANAGER, INFORMATION PRIVILEGE MANAGEMENT, DEC 2024 TO PRESENT

- Drive the global product strategy, roadmap, and delivery for the firm's Identity and Entitlement Management platform supporting over 30,000 investment banking users across multiple business divisions, ensuring compliance, scalability, and user satisfaction.
- Head a multidisciplinary team of ten engineers and analysts, fostering a culture of ownership and continuous improvement while aligning agile sprints to deliver incremental value for internal clients.
- Partner with senior stakeholders from Technology, Risk, and Operations to define, prioritize, and execute key product initiatives that enhance access governance and entitlement transparency.
- Oversee all aspects of the product lifecycle, from requirements gathering and sprint planning to release management, while maintaining high alignment with cybersecurity, audit, and compliance mandates.
- Introduced advanced monitoring and performance dashboards that visualize entitlement trends and system health, enabling data-driven decisions on workload balance, service reliability, and risk mitigation.
- Cultivate and mentor cross-functional teams by providing strategic guidance, feedback, and tools for success, helping engineers develop both technical proficiency and stakeholder communication skills.
- Automate entitlement provisioning at scale, enabling faster service delivery and freeing staff resources for innovation projects.
- Established new collaboration frameworks that improved transparency and strengthened engagement between technology and business leaders.

KEY ACHIEVEMENTS

- Spearhead a major automation initiative that eliminated manual provisioning bottlenecks, saving 40,000+ annual tasks and reducing backlog by 44%, resulting in significant cost reduction.

ASSOCIATE – TEAM LEAD AND PRODUCT MANAGER, INFORMATION PRIVILEGE MANAGEMENT, JUN 2022 TO DEC 2024

- Led the full product ownership of the entitlement and software storefront, a high-volume system processing over 1.5 million global orders per year, ensuring frictionless user access and reliability.
- Translated complex business and technical requirements into actionable product stories, balancing competing priorities between operational teams, compliance functions, and user experience design.
- Established Agile ceremonies, including daily stand-ups, sprint reviews, and retrospectives, which improved sprint velocity, communication, and transparency across a six-member engineering team.
- Conducted regular stakeholder alignment meetings with cross-regional teams to gather feedback, validate functionality, and ensure business objectives were embedded into every product release.
- Implemented data-driven continuous improvement frameworks, leveraging SQL and Tableau dashboards to assess usage metrics, detect anomalies, and inform next-generation product enhancements.
- Collaborated with security and risk teams to ensure every entitlement and provisioning change adhered to firm-wide data governance standards and audit requirements.

KEY ACHIEVEMENTS

- Partnered with design, engineering, and data teams to analyze user interaction data and SQL-driven insights to inform backlog prioritization, resulting in a 33% reduction in total user requests.
- Consistently received top performance evaluations for product vision, delivery discipline, and mentorship impact, earning recognition for driving innovation within a tightly regulated environment.

ASSOCIATE – TECHNOLOGY OPERATIONS TECHNICAL TEAM LEAD, AUG 2020 TO JUN 2022

- Managed an eight-member global support team delivering identity lifecycle management services for the enterprise, including onboarding, entitlement provisioning, and account terminations.
- Designed and implemented a data analytics framework to evaluate workload distribution, agent efficiency, and service response times, leading to a measurable boost in productivity and accountability.
- Liaised with leadership to create and deliver cross-team mentorship and shadowing programs that built technical depth, improved collaboration, and accelerated new employee onboarding.

EDUCATION

BACHELOR OF SCIENCE (B.S.) IN ECONOMICS, MINOR IN JAPANESE

Brigham Young University

CERTIFICATIONS AND TRAINING

- Certified Scrum Product Owner (CSPO)

ADDITIONAL INFORMATION

Technical Proficiencies: Agile | Jira | Monday.com | Figma | Miro | CI/CD | SDLC | SQL | R | Tableau | Scrum | ServiceNow | PowerShell | Active Directory

Personal Projects:

- Developed and deployed the **Ski Weather Dashboard** (Wasatchskiweather.com), a centralized platform for assessing avalanche risk, road closures, and complex forecast metrics. The platform uses a Custom Data Pipeline with serverless architecture, custom databases, and multiple API integrations.
- **Digital Asset Strategy & Market Research:** Collaborated with Prove Inc. CEO on stablecoin adoption analysis among millennials. Synthesized quantitative data from 300+ participants to identify high-ROI capital migration strategies. Developed a C-suite growth framework emphasizing trust and security and presented findings to a leading Stablecoin firm's CEO.