

Jeremy B. Brown

WORK EXPERIENCE

Visa • Product Manager

Sept 2022 - Apr 2025

Drove a 31% increase in average revenue recovery for enterprise merchants by addressing specific pain points with and functionality gaps in the platform enabling merchants' dispute representment services.

Achieved a 12% boost in product adoption by delivering new product capabilities against expansion opportunities and prioritizing development and launch of integrations with merchants' payment processors.

OneTrust • Product Manager

Jun 2021 - Jun 2022

Added \$17M (14%) in expansion ARR by accelerating feature launches through efficient sprint planning, stakeholder collaboration, and data-driven roadmap decisions.

Reduced customer escalations by 75% and boosted CSAT by 17% through a front-end migration project that optimized application performance and enhanced the end-user experience.

Altametrics • Associate Product Manager

Aug 2019 - Jun 2021

Increased product NPS by 37% through establishing new user feedback collection processes and orchestrating targeted A/B tests with key user personas.

Reduced average feature cycle time by 33% by implementing a data driven prioritization framework for feature requests and increasing average sprint velocity by 50%.

MINDTAPP • Product Analyst

Jun 2018 - Aug 2019

Launched the MVP of a mobile health and wellness application to the Google Play store, achieving 100+ downloads within the first month and maintaining a 4.5 star user rating.

Increased user satisfaction by 33% from hosting 7+ interactive workshops with target consumer groups, showcasing benefits of regular usage and gathering actionable feedback to refine the user experience.

Probolsky Research • Research Analyst

Jan 2018 - Jun 2018

Delivered executive reports on market trends, **achieving a 25% faster client decision-making speed**, ensuring clients received these critical insights when needed for strategic planning.

Increased RFP throughput by 10% through streamlining the creation process, maintaining defined quality acceptance standards.

CONTACT

✉ Available Upon Request

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EDUCATION

University of California, Riverside

BA in Psychology & Economics

Member, Psi Chi International Honor Society in Psychology

University of Oxford, Mansfield College

Oxford Young Entrepreneurial Leadership Programme

Collaborated with international peers on entrepreneurial case challenges and venture pitches

SKILLS

Product Stakeholder Management, Customer Success, RICE, ICE, WSJF, Agile, SAFe, Scrum, Kanban, Jira, Aha!, Amplitude

Design UI Design, UX Research, AI Product Design, Wireframing, Prototyping, User Testing, Figma, InVision, MidJourney

Strategy Competitive Analysis, Strategic Roadmapping, Market Trend Analysis, Financial Modeling and Forecasting

Programming Python, SQL, JS, Web Automation, REST API Integrations