Zack Nolette

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Summary

Senior Product Manager and 0→1 builder who transforms complex technical systems—APIs, auth, and AI/ML—into intuitive, scalable products. Experienced leading multi-disciplinary teams from discovery through launch across SaaS, AI, and platform ecosystems. Known for crisp execution, structured experimentation, and data-driven storytelling. Most recently launched an AI-powered claims product that reduced cycle time by 5 days and secured two enterprise contracts within 7 months.

Core Strengths & Tools

AI/ML: Computer Vision, GPT-4, Whisper, VisFusion, AR/3D modeling
Platform & Development: API Gateways, SDK Design, OAuth/OIDC, Okta
Analytics: SQL, Firebase, Google Analytics, Funnel & Retention Analysis
Cloud: Azure, AWS, GCP, GPU Optimization & Cost Management
Product Leadership: Strategy, Discovery, Experimentation, Roadmapping, GTM Strategy

Experience

Senior Product Manager | LexisNexis Risk Solutions

Jan 2023–Present

- **AI Product Ownership:** Drove 0→1 development of an AI-based claims product from concept to launch; conducted 30+ user interviews and competitive analyses; reduced claims cycle time by ~5 days and won 2 enterprise deals within 7 months.
- **Cross-Functional Leadership:** Unified engineering, design, and data science around shared product KPIs; aligned technical architecture with business outcomes to deliver on schedule.
- **AI/CV + AR Innovation:** Architected multimodal capture pipeline using GPT-4 and Whisper for video transcription; pioneered AR guidance for 360° scans and VisFusion-based 3D reconstruction.
- **Platform Efficiency:** Shifted CV pipelines to on-demand GPUs, cutting spend by 80% while improving scalability via autoscaling.
- **Developer Experience:** Delivered Kotlin/Swift SDKs with React Native & Flutter wrappers; reduced integration time to one day and cut end-user capture times by ~60%.
- **Trust & Communication:** Launched DNS-validated email aliasing to improve B2B2C deliverability; lifted funnel completion 6–10%.
- **Go-to-Market Execution:** Built GTM plan, ran 27 demos, and converted two multi-month pilots; led conference sessions and industry webinars to establish credibility.
- **Strategic Insight:** Led research that shaped roadmap investments and competitive positioning across AI/automation initiatives.

Platform Product Manager | Zywave

Jan 2022–Dec 2022

- Defined a unified **platform vision** across authentication, APIs, and developer tooling post-acquisition; reduced partner onboarding time by 40%.
- Championed **API-first culture**, introducing reusable components that boosted delivery velocity 30% and strengthened collaboration between PMs and engineering.

- Served as **auth SME**, enabling internal and partner teams through documentation, workshops, and scalable patterns that improved security and reliability.
- Partnered with the VP of Product to translate a 5-year strategy into actionable roadmaps and measurable outcomes.

Technical Product Manager | AdventHealth

Jul 2021–Dec 2021

- Used cross-source analytics (Firebase, GA, SQL) to cut login failures and drive a complete auth UX redesign across iOS, Android, and web.
- Oversaw transition of EMR systems (Athena/Cerner → Epic), ensuring zero downtime for patient-facing systems.
- Rebuilt trust and engagement—raising App Store rating from 2.8 → 4.2 through transparent release communications and fast response cycles.

Release Manager | AdventHealth

Nov 2019–Jul 2021

- Directed 30+ releases across 8 scrum teams; implemented Okta IDP rollout to strengthen security and reliability.
- Built a QA and change-management framework that reduced production bugs by 40% and eliminated rollbacks.
- Drove stakeholder alignment through targeted training and executive communications (40% open rate, 6% CTR).

Marketing Technologist | AAA National

Aug 2017–Nov 2019

- Delivered a $500K multi-state pilot program under budget; integrated backend systems to automate operations (~20 staff hours/month saved).
- Built an offline-first PWA for field ops; improved adoption and retention in low-connectivity environments.

Account Executive | AAA National

Dec 2013–Aug 2017

- Digitized $350K/year training operations; launched streaming platform and e-commerce automation.
- Led first user research program; converted insights into roadmap inputs for new learning tools.

Product Approach

Discovery: User interviews, competitive analysis, opportunity sizing
Execution: Agile/Scrum, OKR-based planning, experiment frameworks
Measurement: North-star metrics, cohort & funnel analysis, A/B testing

Education & Certifications

BBA, Marketing, Stetson University–GPA 3.6
Certified Scrum Product Owner, Scrum Alliance
Product Sense Badges: Customer Empathy - Product Creativity (Shreyas Doshi)