JULIAN MERCER

FINTECH PRODUCT OPERATIONS MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Fintech Product Operations Manager with 7+ years improving planning, launch, and compliance workflows for payments and lending products at Block, Affirm, and Capital One. Builds operating rhythms and risk-aware release processes that help teams ship faster.

PROFESSIONAL EXPERIENCE

Senior Product Operations Manager Mar 2024 - Present
Block, San Francisco, CA

- Run planning and launch operations for 14 product teams in payments, supporting 60+ releases a year with consistent readiness checks.
- Built a launch checklist covering compliance, fraud, support, and finance sign-offs, reducing post-launch rollbacks 36%.
- Created a single product metrics layer in Looker so teams reported approvals, authorisation rates, and disputes consistently.
- Partnered with Legal and Risk to shorten policy review for new features from nine business days to five.
- Built a vendor and partner-bank readiness tracker so launches depending on third parties surfaced risks two sprints earlier.

Product Operations Manager Jun 2022 - Feb 2024
Affirm, San Francisco, CA

- Standardised intake and prioritisation for lending product requests, reducing average triage time from 12 days to 4.
- Coordinated partner merchant launches with Engineering, Support, and Underwriting, delivering 18 launches on schedule.
- Built an experiment tracker for approval and offer-screen tests that prevented overlapping tests in the same funnel.
- Created a product-change log shared with Support and Collections, cutting avoidable customer contacts after releases by 15%.

Business Operations Analyst Sep 2020 - May 2022
Capital One, McLean, VA

- Analysed credit card servicing journeys and recommended four workflow changes that reduced call volume 8%.
- Built weekly operational reports in SQL and Tableau for product and risk managers.
- Documented control requirements for digital features and coordinated reviews with compliance teams.

Business Analyst Aug 2019 - Aug 2020
Visa, Foster City, CA

- Reconciled weekly card-authorisation reports in SQL, flagging data gaps to the analytics team before monthly reviews.
- Mapped dispute-handling steps for a payments feature and proposed two changes that shortened case handling by a day.

CORE SKILLS

Product operations | Fintech | Launch management | Roadmap governance | Compliance workflows | Payments | Risk partnership | Product analytics | SQL | Looker | Tableau | Jira | Process design | Executive reporting

EDUCATION

B.B.A. in Finance, University of Virginia McIntire School of Commerce, Charlottesville, VA

CERTIFICATIONS

Certified ScrumMaster | Certified Anti-Money Laundering Specialist (in progress)