

COLTAN KROSS

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SUMMARY

Senior Product Manager with 10+ years delivering enterprise platforms and data-driven capabilities in highly regulated financial services environments. Proven leader in defining product vision and multi-phase roadmaps, translating complex business needs into executable requirements, and partnering with engineering, architecture, and risk teams to deploy secure, scalable solution. Experienced driving adoption of new capabilities, managing vendors, and operating amid ambiguity while maintaining strong governance and stakeholder alignment.

SKILLS & EXPERTISE

Product Strategy & Roadmaps • Enterprise Platforms • AI & Automation Enablement • Data Integration • Agile Delivery • Risk & Governance Alignment • Vendor Management • Executive Communication

PROFESSIONAL EXPERIENCE

JPMorgan Chase – Commercial Banking Technology

VP, Product Manager (2024–2025)

- Owned 2 year product strategy and roadmap for an enterprise event management and customer engagement platform serving 5k users within a regulated banking environment.
- Convened business, technology, and compliance stakeholders to define requirements, prioritize features, and ensure solutions aligned with risk and governance standards.
- Led cross-functional delivery across engineering, architecture, and operations to integrate third-party platforms into core systems securely and at scale.
- Managed vendor evaluations, contracts, and delivery timelines, balancing speed, risk, and business value.

JPMorgan Chase

VP, Sales Enablement (2022–2024)

- Led enterprise RFP and selection of a new Sales Enablement platform supporting 2500+ bankers with client-facing workflows.
- Managed the vendor relationship including tracking SLA's, and handling issue resolution.
- Built and led a new organization responsible for hardware, training, marketing, and application delivery for a 1,500+ user iPad program.
- Designed and executed a first-of-its-kind leasing partnership between JPMorgan Chase, Apple, and a third-party provider, later adopted across the firm as a reusable operating model which saved 1m+ in operating costs.
- Drove adoption through operating playbooks, training frameworks, and executive communication.

JPMorgan Chase

PPP Product Analyst (2020–2022)

- Directed the DocuSign product team for the rapid launch of Chase’s PPP loan application platform, processing unprecedented volumes within days of release.
- Implemented continuous regulatory updates and workflow automation to maintain compliance as federal guidance evolved.
- Integrated DocuSign with Salesforce to automate data extraction and streamline end-to-end processing for government lending programs.
- Oversaw data ingestion and transformation efforts
- Partnered with legal, risk, and operations teams to manage incident response and ongoing operational stability.

JPMorgan Chase

Innovation Analyst (2016–2020)

- Delivered user-centered enterprise tools through a newly formed innovation team within Commercial Banking.
- Led experimentation and prototyping of emerging technologies to improve banker productivity and client experience.
- Founded and scaled a mobile technology showcase program used at leadership and client events across eight major initiatives.
- Presented product strategy and technology solutions to audiences of 50–500 stakeholders, influencing adoption and funding decisions.

EDUCATION

Bachelor of Science in Management Information Systems – Iowa State University, College of Business

AI Product Management Certification- Duke University