

Jacob Mermelstein

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Professional Experience

American Express

New York, NY

Digital Product Operations Manager

Dec. 2022 - Current

- Drive program operations for American Express's Global Services Group (GSG) enterprise cloud modernization, enabling migration of customer servicing, credit and collections, acquisition, and fraud platforms from legacy systems to Google Cloud Platform (GCP)
- Establish portfolio-level governance and executive reporting that provides senior leadership visibility into progress, risks, dependencies, and platform adoption across a multi-year transformation initiative
- Own end-to-end delivery for 20+ concurrent use cases, managing onboarding, environment provisioning, data integration, validation, and production readiness to ensure compliant, stable production deployments
- Orchestrate execution across product, engineering, data, and risk teams, operationalizing cloud roadmaps, resolving cross-team dependencies, and maintaining momentum across multiple business units in a complex global organization
- Previously supported the Finance portfolio, delivering highly regulated financial and reporting platforms to cloud infrastructure and building expertise in governance-driven cloud delivery

Game of Silks

Miami, FL

Project Manager

Feb. 2022- Aug. 2022

- Led a cross-functional team to launch the first NFT collection, generating over \$2M in sales by driving execution of key milestones within the product roadmap
- Spearheaded cross-team collaboration by implementing project management tools, aligning product vision with vendor deliverables and internal operations, resulting in a successful marketing campaign and the growth of a Discord community to over 25k members
- Implemented agile methodology using the Scrum framework to manage 20+ professionals, streamlining project schedules and ensuring the timely launch of the NFT collection

Ernst and Young

New York, NY

Strategy Consultant

Aug. 2021 – Feb. 2022

- Functioned as a business analyst in launching the "Little Blue Menu," an innovative digital ordering platform under Chick-fil-A in Nashville Tennessee focusing on expanding menu options and enhancing the customer experience through seamless online ordering
- Collaborated with cross-functional teams to develop and implement product strategy using the Agile Scrum framework, aligning the client's vision with stakeholder expectations, which facilitated a successful launch and positive market reception
- Conducted thorough analysis of user feedback and website performance metrics to optimize the digital experience, addressing user flow inconsistencies and enhancing customer satisfaction, resulting in increased conversion rates and order volume

Education

Yeshiva University, Sy Syms School of Business Honors Program
Bachelor of Science in Finance

New York, NY
May 2021

Skills

Skills: Program Management | Product Operations | Cloud Platforms (GCP) | Enterprise Data Governance | Cross-Functional Team Leadership | Stakeholder Management | Agile/Scrum | Portfolio Reporting | Cloud Migration