

CHARLES GIGANTE

Product Leader | SaaS | Mobile | Web

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PROFILE

Experienced product leader with a successful track record managing the development and launch of mobile apps and SaaS products. Strong ability to identify and prioritize business objectives and effectively lead cross-functional teams to deliver high-quality results. Proven ability to build and maintain strong relationships with stakeholders, including customers and partners.

WORK EXPERIENCE

Revenue.io – Product Manager (2019 – present)

Launched *Moments™*, an AI-powered conversation guidance tool for salespeople. Modernized the *Admin Console*, helping sales leaders efficiently manage global sales teams. Collaborated with the data science team to provide customers with critical insights into sales rep performance. Expanded the total percentage of customer calls that can legally be recorded by designing a single-channel call recording feature. Released *Calendar Booking*, an appointment-scheduling tool for sales teams. Spearheaded release of the *Custom Profiles* feature, transforming static data fields in the *RingDNA Dialer* into contextually-relevant fields based on individual agent needs. [Revenue.io](https://revenue.io)

Solid Commerce – Product Manager (2017 – 2019)

Drove product roadmap, requirements gathering, new feature prioritization, and designed superior UI/UX for *Channels Manager*, Solid Commerce's multichannel inventory e-commerce platform. solidcommerce.com | channelsmanager.com

Ideally I Shmap – Director of Product (2013 – 2016)

Co-founder of *Ideally* and product manager for the *Shmap* mobile iOS app and a web-based CMS. Managed product roadmap, requirements, sprint planning, web development, UI/UX, marketing, etc. ideally.net | shmap.me

Freelance - Website Developer (2014 – 2017)

<https://crg.io>

in8 Mobile | Nantworks - Manager of Content & Promotions (2010 – 2013)

Managed creative assets, UI/UX, technical implementation and roadmap for in8's two image/music recognition applications: *iD Browser* and *Verizon iD*. nantworks.com

Universal Music – Sr. Producer, Mobile (2007 – 2010)

Responsible for all mobile content production for UMG's labels, giving UMG the top market share in the ringtone business. Managed an internal team of five and collaborated closely with Marketing to ensure all campaign commitments were met.

Warner Bros. - Lead of Wireless Personalization (2005 – 2007)

Creative lead and production manager of mobile graphics and ringtones for WB properties including Harry Potter, Looney Tunes, DC, Friends and more.

Infospace Mobile – Mgr. of Production (2001 – 2005)

Managed the creative production of licensed music, voice, and images for sale on mobile carrier stores

Emperor Norton Records – Manager of Distribution (1999 – 2001)

SKILLS & PROFICIENCY

SaaS, Web & Mobile Product Management, Product Roadmap & Strategy, Wireframing, User Stories, Jira, Agile/SCRUM, Photoshop, HTML, CSS, PHP, Analytics, UI/UX, Team Building, Management

EDUCATION

New York University (2014)

Web Development (Certificate)

University of Southern California (2000)

Music Industry (Bachelor of Science)