

# CHARLES GIGANTE

Product Leader | SaaS | Mobile | Web

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## PROFILE

Strategic, results-oriented product leader with a proven track record of managing complex projects while delivering high-quality SaaS and mobile products. Consummate professional with superior collaboration skills, creative vision, and an intense dedication to customer service.

## WORK EXPERIENCE

### **Revenue.io – Product Manager** (2019 – present)

Launched *Moments™*, an AI-powered conversation guidance tool for salespeople. Expanded the total percentage of customer calls that can be recorded within legal compliance to 100% by designing a single-channel call recording feature. Provided customers with critical insights into their sales reps' time-management and streamlined the booking experience by building *Calendar Booking*, an appointment scheduling tool. Spearheaded the release of the *Custom Profiles* feature which transformed static data fields in the *ringDNA Dialer* into fields that provide deeper context 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](https://solidcommerce.com) | [channelsmanager.com](https://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](https://ideally.net) | [shmap.me](https://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](https://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 – Manager 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)