

PROFESSIONAL SUMMARY

Senior Product Manager with 15 years of experience building and scaling consumer, platform, and enterprise products across financial services, technology, consulting, and industrial sectors. Currently leading identity/authentication, payments, trust, and monetization initiatives for consumer financial wellness products serving approximately 30M consumer accounts and 2M daily active users at TransUnion. Experienced in launching new products, modernizing legacy platforms, defining payment and fraud strategies, and partnering across engineering, design, data science, security, legal, and executive leadership teams to solve complex user problems and deliver product improvements at scale through deep user empathy. MIT Engineer. Kellogg MMM graduate.

EXPERIENCE

2023-Present **TRANSUNION**

Chicago, IL

Sr. Product Manager, Global Consumer Solutions, March 2026 – Present

- Promoted to lead product strategy across both TU Credit Essentials and TransUnion Service Center as part of TransUnion's global consumer platform transformation, ensuring a cohesive consumer experience across identity, authentication, financial wellness, monetization, and regulatory journeys for new & existing products.
- Partners with executive leadership, architecture, engineering, legal, security, and operations teams to align strategy, communications, and execution across consumer and enterprise products.
- Leads a PM/PO team of 8 through platform modernization initiatives spanning consumer identity, authentication, support, and monetization experiences as TransUnion evolves toward a unified global consumer ecosystem.
- Advise broader B2B and global platform initiatives as product, payment, and fraud frameworks originally launched within TU Credit Essentials are adopted across additional consumer and enterprise products.

Product Manager, Consumer Interactive (D2C), December 2023 – March 2026

- Owned end-to-end product and GTM strategy for a new financial wellness platform, including consumer needs assessment, roadmap development, launch, adoption, optimization, and ongoing product improvements.
- Led transformation of TransUnion's consumer portfolio through the launch of TU Credit Essentials, replacing legacy products with a unified freemium-to-premium platform and modernizing a \$200M+ consumer business.
- Led migration of approximately 5M subscribers from three legacy consumer platforms with distinct identity, authentication, account management, and billing experiences onto a single platform, enabling retirement of legacy applications while maintaining consumer trust and minimizing churn.
- Defined product strategy and requirements for a new IAM/KYC platform enabling unified identity, account portability, Single Sign-On, cross-product experiences, and future global expansion.
- Led consumer discovery and journey design in partnership with UX Research, Design, Data Science, Marketing, and Engineering teams to define onboarding, engagement, monetization, and retention experiences.

Courtney L. Weldon

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- Launched personalized financial recommendations and offers experiences enabling consumers to discover, compare, and act on tailored credit and lending products while creating new monetization opportunities.
- Defined end-to-end consumer payment experiences, subscription billing workflows, and fraud decisioning strategies balancing conversion, customer trust, fraud prevention, and revenue protection objectives.
- Led migration from legacy homegrown payment and fraud capabilities to Recurly and Kount, establishing modern subscription billing, fraud prevention, and payment management foundations subsequently leveraged across broader consumer and enterprise products.
- Introduced Apple Pay as a new payment method, expanding consumer payment flexibility and reducing purchase friction throughout key conversion journeys.
- Increased verified active users by 40% and reduced account recovery contacts by 50% through consumer journey optimization, friction reduction, experimentation, and behavioral insights.
- Increased premium conversion by 20% through redesign of enrollment, upgrade, & decision-making experiences.
- Extended average customer retention from approximately 4 months to 7 months through segmentation strategies, behavioral insights, and iterative value delivery.

2023-2024

AGINCI

Chicago, IL

Co-Founder | Chief Operating Officer, June 2023 – June 2024

- Co-founded a fintech SaaS platform and two-sided marketplace focused on automating procurement and reimbursement workflows for employee engagement and inclusion programs.
- Led product strategy, customer discovery, roadmap prioritization, go-to-market execution, and scaling.
- Conducted customer research with senior HR, People Operations, and executive leaders, translating insights into product enhancements that improved retention by 33%.
- Drove product-market fit efforts resulting in selection as a top 10% applicant and semifinalist for the Techstars Equitech Accelerator for startups.

2021-2023

ROLAND BERGER STRATEGY CONSULTING

Chicago, IL

Senior Product Strategy and Operations Consultant, September 2021 – May 2023

- Led voice-of-customer, growth strategy, market expansion, and product strategy engagements across industrial, sustainability, and technology sectors.
- Conducted commercial due diligence supporting investment decisions exceeding \$150M.
- Advised executive teams on growth strategy, operating model transformation, and new product development initiatives.
- Managed cross-functional client teams delivering recommendations for large-scale manufacturing, sustainability, and technology investments.

2012-2019

MICHELIN NORTH AMERICA, INC.

Greenville, SC

Materials Industrialization Engineer | NPI Program Manager, August 2012 – June 2019

- Led global product development and commercialization initiatives generating more than \$500M in new OEM business while coordinating cross-functional teams across engineering, manufacturing, supply chain, quality, and commercial functions.

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- Directed end-to-end product launch programs from concept through commercialization for major automotive customers including Ford and BMW.
- Built global operating models and supplier ecosystems supporting product scaling, risk management, and market expansion reducing lead times by 30% and improving cost efficiency by 15%.
- Presented program status, strategic recommendations, and business risks to stakeholders ranging from frontline operators to the North American CEO.

EDUCATION

2019-2021	NORTHWESTERN UNIVERSITY	Evanston, IL
	KELLOGG SCHOOL OF MANAGEMENT SEGAL DESIGN INSTITUTE AT THE MCCORMICK SCHOOL OF ENGINEERING	
	<i>Joint Degree Candidate MBA and MS Design Innovation (MMM program), Graduated June 2021</i>	
	• Majors: Marketing and Operations	
2008-2012	MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT)	Cambridge, MA
	<i>Bachelor of Science, Department of Chemical Engineering, Graduated June 2012</i>	

PROFESSIONAL ACCOMPLISHMENTS

- Certified SAFe® Product Owner/Product Manager, Scaled Agile Inc.
- 2021 Tech Equity Collective Rising Innovator (powered by Google)
- Management Leadership for Tomorrow (MLT) Alum (2017 MBA Prep; 2019 Professional Development)

SKILLS

Consumer Financial Wellness • Consumer Products • Product Strategy • Human-Centered Design • Consumer Research • Identity & Access Management • Authentication • Payments • Subscription Billing • Fraud Prevention • Consumer Monetization • Marketplace Products • Experimentation • Product Discovery • Roadmap Development • Go-to-Market Strategy • Cross-Functional Leadership • Agile Product Management