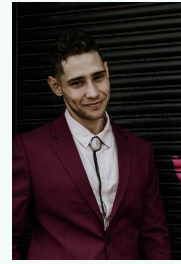


Ryan King

Digital Banking & Fintech Product Leader

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Product Operations | Platform Implementation | Integrations | Payments | AI-Enabled Execution



PROFESSIONAL SUMMARY

Product and implementation operator working across digital banking, fintech platforms, partner integrations, product operations, payments, analytics, and AI-enabled execution. Known for translating complex financial technology into clear product decisions, secure integration plans, launch-ready operating systems, and supportable customer experiences.

CORE STRENGTHS

- Product operations, implementation readiness, release governance, and post-launch operating handoff.
- Digital banking conversion readiness, customer-impact analysis, employee enablement, and dependency tracking.
- Secure partner integration planning across authentication, identity handoff, validation, controls, and support readiness.
- Business case creation and presentation connecting scope, customer impact, risk, operations, and measurable value.
- Product analytics dashboards, KPI structure, adoption visibility, digital volume analysis, and support trend inputs.
- AI-assisted workflows that convert vendor documentation and release notes into requirements, validation plans, and knowledge artifacts.
- Practical HTML, CSS, web design, digital media, and app-design fluency for customer-facing digital experiences.

PROFESSIONAL EXPERIENCE

U.S. Eagle Federal Credit Union - Digital Transformation Specialist

2024-Present

Coordinate product operations, digital banking conversion readiness, platform readiness, integration planning, security-product planning, KPI structure, and dashboard work across digital banking and connected financial services.

- Support digital banking conversion, product launches, and platform changes for systems processing more than \$200M in annual digital banking volume through readiness planning, procedures, training, dependency management, and member-impact analysis.
- Organize 50+ implementations and platform capabilities across releases, controls, dashboards, service knowledge, partner dependencies, and post-launch follow-through.
- Create and present business cases for product implementations, connecting implementation scope to customer impact, operating requirements, risk, and measurable value.
- Help structure digital department KPIs and product-management dashboards across adoption, digital volume, platform readiness, authentication behavior, support visibility, and engagement.
- Contributed product operations and readiness work tied to average 17% year-over-year digital banking volume growth.
- Coordinate secure integration readiness for rewards-app JSON Web Token single sign-on and authenticated-chat SAML handoff through requirements, validation planning, and support-readiness materials.
- Shape implementation planning for business ACH/wire MFA, passkeys, exposed-credential services, business-user permissions, and new-device restrictions.
- Build AI-assisted product-operations workflows that convert vendor documentation and release notes into feature inventories, validation plans, readiness materials, and ServiceNow knowledge inputs.

Perikin Enterprises - Special Projects Manager

May 2024-October 2024

Led ServiceNow UX design, SharePoint project systems, project bond documentation, KPI structure, reporting, and AI-enabled operating processes.

- Led ServiceNow UX design work to clarify service request flows, stakeholder visibility, and operating usability.
- Created SharePoint sites and standardized project documentation, workflows, and stakeholder visibility.
- Secured project bonds and coordinated supporting documentation for government work.
- Helped research and structure KPIs for delivery performance, workflow visibility, customer feedback, and reporting.
- Integrated AI-enabled workflows and tracked delivery performance, KPIs, and customer feedback.

Talenthouse - Digital Product Manager, Digital Banking

March 2022-May 2024

Managed digital banking product work and continued delivery through the Unity Plus initiative for Talenthouse Creatives across mobile, banking-as-a-service, APIs, stablecoins, and emerging payments.

- Managed digital-banking roadmap work and continued product delivery across mobile, banking-as-a-service, APIs, roadmap planning, and implementation.
- Created and presented business cases and implementation strategy for stablecoins, emerging payments, and future-state financial products.
- Used Figma, Jira, A/B testing, vendor coordination, and customer-journey analysis to guide roadmap and integration decisions.

Web Design & Digital Media - Web Design and Digital Media Consultant

Earlier Experience

Consulted on customer-facing websites, content, visual systems, and practical digital strategy.

- Designed and supported customer-facing web and digital media experiences with attention to usability, content clarity, brand presentation, and implementation needs.
- Used practical HTML, CSS, layout, and web/app design fluency to translate business needs into clearer digital experiences.

Wellbridge - Technical Sales Representative

Earlier Experience

Supported customer-facing technical sales conversations by translating product capabilities, customer needs, and implementation considerations into practical recommendations.

- Worked across customer discovery, product-fit conversations, technical recommendations, and handoff considerations for implementation teams.

TECHNOLOGY, TOOLS, AND METHODS

Digital banking platforms, business banking, payments, authentication, SAML, JWT, ServiceNow/Nest, SharePoint, product analytics dashboards, Figma, Jira, A/B testing, vendor documentation, release notes, AI-assisted documentation workflows, HTML, CSS, and web/app design.

EDUCATION AND CERTIFICATIONS

B.S., General Studies - University of New Mexico

A.S., General Business - Yakima Valley Community College

Google Data Analytics | Google Project Management | QMS Root Cause Analysis | DoD / DCSA Security Training