



Tomas Nieves

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Senior Product Manager | Enterprise Product Strategy | Digital Transformation | Customer Experience

PROFESSIONAL SUMMARY

Enterprise product management and digital transformation leader with nearly 30 years at Verizon, delivering customer-facing digital platforms, product strategy, governance, operations, and experience modernization. Trusted partner to executive leadership and cross-functional teams spanning engineering, architecture, legal, compliance, analytics, finance, operations, retail, digital, and customer experience. Combines disciplined product leadership with practical, responsible AI fluency to improve research, decision support, workflow efficiency, and execution quality.

CORE STRENGTHS

- **Enterprise Product Leadership:** Owns product strategy and roadmap for enterprise-scale platforms end to end, across nearly 30 years at Verizon.
- **Customer Experience Modernization:** Leads assisted digital, co-browse, and self-service initiatives that make complex enterprise systems simpler for the customer.
- **Digital and Omnichannel Transformation:** Connects retail, contact-center, and digital self-service channels into one coherent customer journey.
- **Complex Cross-Functional Execution:** Aligns engineering, UX, operations, legal, compliance, and executive stakeholders around a single product direction.
- **Platform and Operational Simplification:** Owns full product lifecycle and simplifies operational processes across a multi-product portfolio.
- **Continuous Learning and AI Fluency:** Builds practical AI-assisted workflow, research, and product-analysis skills on top of established product judgment.

SELECTED PRODUCT HIGHLIGHTS

- **View Together:** Senior Product Owner / Product Manager. Owns strategy and roadmap for an assisted digital and co-browse platform supporting approximately 15 million annual customer interactions across retail and contact-center channels.
- **Verizon Assistant:** Product Owner. Owned strategy and roadmap for a digital self-service platform, using adoption and usage analytics to prioritize the capabilities with the greatest customer impact.
- **Verizon.com Email Platform:** Product Owner. Owned full product lifecycle for the consumer email platform, coordinating cross-functional teams to sustain a dependable communications experience.
- **Consumer and Small Business Solutions:** Product Manager. Managed a digital product portfolio, prioritizing investment across competing initiatives based on customer need and business value.

TARGET ROLES

Director, Product Management | Senior Director, Product | Principal Product Manager | Group Product Manager | Director, Digital Transformation | Director, Customer Experience | Director, Platform Strategy | Director, AI-Enabled Product Operations

Dallas, Texas (hybrid) and appropriate U.S. remote opportunities.

Full résumé, career detail, and contact: [tomasnieves.com](https://www.tomasnieves.com)