

Nathan Verissimo

Senior Product Manager | AI, SaaS and B2B Platforms

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PROFESSIONAL SUMMARY

I'm a Senior Product Manager with 5+ years of experience building and scaling AI-powered products, SaaS platforms, B2B digital channels, marketplaces and internal tools. I lead product strategy from discovery through roadmap, delivery, launch and continuous improvement, connecting customer insight, business outcomes and technical execution. My work has generated **US\$5M+ in revenue impact**, supported **15+ products**, reached **10k+ users**, increased digital sales by **20%**, reduced support tickets by up to **67%** and improved conversion by up to **36%**.

PROFESSIONAL EXPERIENCE

VIBER | Senior Product Manager / AI Product Builder

Sao Paulo, Brazil | May 2024 - Present

- **Generated US\$5M+ in revenue impact across 15+ products and 10k+ users** by leading AI-powered products, SaaS MVPs, internal tools and automation workflows from discovery through launch and iteration.
- Reduced support tickets by 67%, increased product engagement by 52%, improved conversion by 36% and saved R\$36k+ per year through AI agents, self-service flows, CRM automations and operational products.
- Led discovery with founders, executives, sales, support, operations and end users to turn real pain points into product strategy, roadmap priorities, PRDs, user stories, acceptance criteria, KPIs and launch plans.
- Built and prototyped products using OpenAI, Claude, Gemini, Claude Code, Codex, n8n, APIs, webhooks, Supabase/PostgreSQL, Redis, Vercel, GA4, Metabase and Hotjar.

ReadyFor | Senior Product Manager

Remote | May 2026 - Present

- **Built an AI-native SaaS product from zero to MVP** for interview preparation, connecting discovery, product strategy, AI workflows, user validation and rapid prototyping.
- Designed AI-powered simulations, answer feedback and improvement loops using job descriptions, candidate answers, performance signals and personalized recommendations.

Adapta.org | AI Product Consultant

Remote | May 2026 - Jul 2026

- **Improved product adoption loops for Skip within a 150k+ user Generative AI ecosystem** by translating usage patterns, recurring questions and activation barriers into roadmap inputs.
- Partnered with Product, CX and technical teams to reduce learning friction, structure scalable onboarding, create reusable templates and improve time-to-value for an early-stage AI product.

Claro Brasil | Product Manager

Sao Paulo, Brazil | Nov 2022 - May 2024

- **Reduced average product delivery and access time from around 1 month to approximately 1 week** by digitizing and optimizing B2B purchase, delivery and activation flows.
- Increased B2B digital sales by 20%, reduced sales cycle time by 10%, improved customer satisfaction by 18% and reduced open support tickets by 26% through data-driven roadmap prioritization.
- Managed B2B digital channels across e-commerce, chatbot, WhatsApp, CRM and order tracking, aligning engineering, design, marketing, sales, support and operations around measurable outcomes.

Hyperlocal | Product Owner

Sao Paulo, Brazil | Jan 2022 - Oct 2022

- **Delivered financial workflows that reduced delinquency by 18%** while increasing customer satisfaction by 21% and reducing weekly support tickets by 17%.
- Led a cross-functional squad of 5 across mobile app, gym management dashboard and competition management system, using HEART metrics, OKRs, Scrum rituals and support data for prioritization.

Go2Go Solutions | Product Owner

Sao Paulo, Brazil | Jun 2021 - Jan 2022

- **Reduced restaurant onboarding from around 1 week to up to 1 day, with cases near 4 hours** through menu imports, operational setup automation and marketplace integrations.
- Increased revenue by 18% by evolving the logistics module and spread model while centralizing order management, status updates, customer communication and courier workflows.

CORE SKILLS

Product Leadership: Product strategy, discovery, roadmap ownership, prioritization, PRDs, user stories, acceptance criteria, agile delivery, MVP validation, launches, adoption, KPIs, OKRs, funnel analysis, experimentation, stakeholder management, executive communication and cross-functional leadership.

Platforms and Technology: AI products, SaaS, B2B/B2C platforms, e-commerce, marketplaces, mobile apps, internal tools, APIs, webhooks, LLMs, AI agents, RAG, automation, SQL, PostgreSQL, Supabase, Redis, Jira, Confluence, Figma, GA4, Metabase, Hotjar, Claude Code and Codex.

CERTIFICATIONS AND LANGUAGES

Certifications: AI Foundations, Applied AI Foundations, Agents and Workflows - OpenAI (2026); AI Fluency and Agent Skills - Anthropic (2026); Generative AI - Google Cloud (2024); Product Management, Prioritization and Roadmap - Alura. **Languages:** Portuguese - Native | English - Professional working proficiency

SELECTED PROJECTS

- **Claro B2B Digital Channels | Enterprise B2B Commerce:** Accelerated the purchase, delivery and activation journey, reducing access time from around 1 month to approximately 1 week, increasing digital sales by 20% and reducing support tickets by 26%, by prioritizing e-commerce, WhatsApp, CRM, order tracking and status transparency improvements.
- **Cockpit Comercial | B2B/B2C SaaS and Internal Tools:** Launched an integrated sales management product, reaching 129 subscriptions in the first month and saving R\$2,255 per month, by turning stakeholder needs into a roadmap and platform with CRM, dashboards, workflows, automations and AI agents.
- **Raiza | AI Learning Platform:** Increased adoption, support efficiency and retention, reducing support tickets by 70%, increasing engagement by 50%, renewals by 11% and reaching 2,500+ monthly active users, by leading discovery and launching 25+ specialized AI agents with RAG, integrations and analytics.