



Have you ever had your credit or debit card stolen? It happens to millions of consumers every day. That is why we built Rippleshot. We detect the data breaches and fraud trends that cause these problems faster than anyone else in the market. This allows banks, credit unions and merchants to act faster and smarter than ever before — which means consumers are alerted earlier.

Today, thousands of banks, credit unions, and billion-dollar companies trust us to help them fight fraud. Always smarter, always faster. The fraudsters are good. We need to be better.

Rippleshot brings the power of machine learning and big data to help banks and credit unions reduce fraud by analyzing millions of card transactions daily to proactively detect compromised merchants and identify an issuer's at-risk cards.

Who We Are:

We're an eclectic mix of data scientists, former journalists, analysts, coaches, and seasoned entrepreneurs who all share a passion for mission-driven work. Well...and food. We definitely love food here.

Data breaches are more than just a headline you read in the news every day. They're causing billion-dollar losses to merchants, financial institutions, insurers, consumers, and everyone in between. At its core, Rippleshot's tool catches them earlier - and it's gotten us quite a bit of attention. We've won innovation and best-in-class awards. More importantly, we help our clients save time and money.

That's just the tip of the spear. We believe a tsunami of fraud is headed our way over the next five years. Luckily we know the winning combination of AI, machine learning, big data, analytics, and people to protect our clients from these evolving threats.

What We Need:

Rippleshot is seeking a Product Manager to join our team to manage the development of machine learning products that will be part of our card payment fraud platform for financial institutions of all sizes. You will be responsible for managing product planning and execution for our initiatives, and will be the key point person and subject matter expert for an area of our business. You should have passion for leading a product from an initial idea through post-launch. It's crucial for the candidate to be able to communicate complex technical concepts to non-technical stakeholders, and build consensus across the organization, especially with Engineering, C-suite level stakeholders and other business stakeholders. This role will report to the VP Product and work closely with our data science and engineering teams.

The Product Manager will:

- Develop and execute on a product strategy and roadmap implementing a crawl, walk, run approach to product delivery
- Prioritize competing ideas, manage the tradeoffs and drive consensus while maintaining a clear focus on overarching business goals
- Drive qualitative and quantitative research, analyze the results of your research, socialize it with internal stakeholders and influence product strategy
- Establish a data driven approach for iterating on features on behalf of our current and future financial institution customer
- Build rapport and educate customers on products through product demonstrations and the client advisory board
- Lead cross functional teams to resolve client situations, enhance products, and investigate and build new product opportunities.



- Conduct technical testing, produce product training, write marketing materials and contribute to industry articles.

This job also involves the following responsibilities:

- Partner with Engineering and Product leadership to develop the product roadmap
- Partner with Engineering and Product leadership to lead planning and execution of sprints using Agile Methodologies
- Partner with Data Science, Analytics, and Product teams to develop and launch products
- Partner with Customer Success and Sales to sell and upsell products
- Partner with Marketing on product marketing

What you bring to the table:

- Outstanding ability to understand complexities (such as machine learning models) and translate them into approachable and usable products to solve business problems
- Excellent communication skills, including the ability to read into customer needs and translate that into clear insights that the customers themselves may not be able to articulate
- A deep familiarity and comfort with data, including the ability to use data to analyze and monitor product health, set goals and metrics, and aid in the prioritization of initiatives and features
- A passion for user research and a knack for being the voice of the customer to your internal stakeholders
- An eye for great user experience - making complex capabilities feel simple
- A track record of success including in fast-paced early-stage organizations

Preferred Qualifications for this role:

- 3-5 years of product management experience in machine learning products
- Demonstrated experience with B2B SaaS product delivery; B2B2B is preferred
- Experience working for a start-up
- Experience managing, developing, and iterating on user-facing machine learning and data science models
- Familiarity and comfort with key methods of evaluating models and ensuring they meet the needs of the user and the business
- Familiarity with machine learning techniques, technologies, and general architecture
- Strong communicator with excellent people skills to interact with various teams inside the company, direct customers and partners
- Highly organized and detail-oriented

This position is remote. Rippleshot was founded in Chicago but everyone is remote. The company offers comprehensive medical, dental, and vision plans, unlimited PTO, 401(k) plan and other benefits.

Commitment to diversity, equity, and inclusion:

Rippleshot embraces diversity, equity, and inclusion in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We believe that the more diverse opinions and perspectives we have, the better our work will be and the better we can serve our customers.

Interested?

We read every email and resume we receive at jobs@rippleshot.com. Drop us a line and tell us why you would be a great fit for our team. Please include a link to your LinkedIn profile, and the best phone number at which to reach you. We will respond within five business days.