

NATE THOMAS

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SUMMARY

Product manager with 5 years of experience building AI and platform products that drive adoption, revenue, and user delight. At Momentus, owns Ask Momentus, the company's flagship AI product, driving a 10% adoption lift and the evals strategy now used across the organization. Previously led 0-to-1 enterprise infrastructure at Pendo (multi-IdP SSO, internationalization) that unlocked \$10M+ ARR, and shipped an LLM-powered onboarding agent at Cvent used by thousands of customers. Combines deep product craft with commercial instinct and a bias for outcome-driven iteration over feature delivery.

CORE SKILLS

Product Craft & UX | Design & Engineering Partnership | AI/LLM Product Development | Customer Discovery & User Research | A/B Testing & Experimentation | SQL & Data Analytics | Roadmap Prioritization | Cross-Functional Stakeholder Management

WORK EXPERIENCE

Momentus Technologies, Toronto, ON

2026 - Present

AI Product Manager

Lead AI product strategy at a PE-backed event technology company

- Own Ask Momentus, the company's flagship AI product, driving a 10% lift in adoption and leading a full UX overhaul of the experience.
- Drove the product's evolution toward an "Agent Builder" model, building a reusable framework now adopted by teams across the company.
- Defined the evals strategy now adopted by product teams across all of Momentus, setting shared standards for measuring AI feature quality.
- Drove a legacy performance enhancement initiative with 7 lead accounts, have achieved marked performance improvements for 5/7 accounts through in-app messaging and database optimization.

Pendo, San Francisco, CA

2025 - 2026

Product Manager, Platform & Enterprise

Led Platform and enterprise initiatives at a product analytics platform, Series F

- Shipped centralized enterprise console, providing a configurable, personalized admin experience across identity, SSO, and provisioning, reducing setup time by 40% and addressing a governance gap affecting 90% of multi-subscription customers.
- Identified multi-IdP SSO as critical enterprise blocker via customer discovery, pitched investment case to leadership, and shipped 0-to-1 federation capability (Okta, ADFS, AzureAD) that enabled \$10M+ ARR from Fortune 500 accounts.
- Spearheaded internationalization from strategy through platform-wide implementation (legacy remediation + net new code), increasing win rates across Japan, Germany, and LatAm by 10% and driving global adoption.

Cvent, Arlington, VA

2022 - 2024

Associate Product Manager

Led core product and AI initiatives at a leading event technology company

- Led 0-to-1 technical discovery and validation for an LLM-powered onboarding agent, now live with thousands of customers, improving CSAT by 5 points and accelerating feature adoption.
- Drove 25% feature adoption uplift via A/B testing 6 core product events, optimizing workflows to surface upsell-ready users to Sales and CS.
- Recovered \$500k+ ARR by identifying buyer-user misalignment via SQL cohort analysis and deploying pre-renewal activation campaigns.
- Led end-to-end delivery of Cvent's first in-product resource center, a centralized hub delivering contextual help to thousands of users, achieving 20% fewer support tickets, +5 NPS, and 60% repeat-user adoption.

Socotra, San Francisco, CA

2021

GTM Strategy & Operations Lead

Led Sales Ops at a Series C cloud-native insurance core startup

- Built sales infrastructure as founding Sales Ops hire: 7-stage pipeline framework, prospect qualification system, and RFP playbooks, doubling win rates and reducing sales cycle by 25%.
- Designed a 3-tier pricing model spanning startups to Fortune 100 carriers and a stalled-opportunity reachback process that together contributed to 3x ARR growth.

EDUCATION

Ivey Business School, Western University, London, Ontario, CA

Bachelor of Arts, Honors Business Administration (HBA) & English Major

- Cumulative GPA: 3.78, Major GPA: 3.9 (Dean's List)
- Capstone Project: Operationalizing Scaling SaaS ARR by Over 100% YoY