

Tyrian Horton

Senior Product Manager · Payments, Platform & AI

Enterprise PM who ships the code, not just the spec

Huntsville, AL · 256-206-0242 · Tyrian.Horton@gmail.com · linkedin.com/in/TyHorton · tyhorton.com

Open to Remote (US) and relocation to Atlanta or Nashville · US work-authorized

SUMMARY

Senior product manager with 10+ years at T-Mobile and Vertiv, including 6+ years building enterprise platform, payments, and API products and 5+ years in product leadership. Led a 16-person product and engineering org for a payments platform serving millions of customers under full SOX scope. Now drives global platform strategy and a 0-to-1 generative-AI launch across 4 regions and 80+ engineers at Vertiv. Outside work, ships production iOS apps and the AI automation that runs them, closing the engineering and AI gaps most PMs hand off.

SKILLS

Product: platform and API strategy, API-first / SDK and developer-facing platforms, developer experience, partner extensibility, payments infrastructure (autopay, payment fraud), monetization and ROI modeling, product-led growth (PLG), growth experimentation, onboarding and conversion optimization, 0-to-1 / NPDI, enterprise B2B SaaS, regulated environments (SOX, PCI-DSS, CCPA), OIDC SSO, SAML, identity federation, roadmap and prioritization, voice-of-customer, forward-deployed / solutions engineering

AI / ML: generative-AI products, LLM pipelines, agentic workflows, RAG, prompt engineering, LLM-as-judge evaluations, Anthropic SDK

Data and Technical: SQL, Python, Swift/SwiftUI, A/B experimentation, funnel / retention / cohort analysis, PostHog, RevenueCat, Sentry, Apple Search Ads, Jira, Figma, AWS/GCP, SAFe, release management, quality gates

EXPERIENCE

Vertiv | Global Senior Product Manager

Huntsville, AL · Nov 2024 - Present

Datacenter management software (DCIM); global scope across 4 regions (NA / LATAM / APAC / EMEA), 80+ engineers, 2 PMs, 200+ field leaders

- Secured multi-year platform investment across 4 regions by building the ROI and forecasting model that won executive approval, then sequenced telemetry, integration, and auditability into the roadmap.
- Reduced feature lead time 30% by redesigning the intake-to-release process across discovery, scoping, prioritization, and acceptance criteria.
- Lead the 0-to-1 NPDI launch of a generative-AI product for Vertiv's enterprise software portfolio, setting global product strategy for the DSView platform.
- Lifted CSAT 50% by formalizing voice-of-customer into quarterly executive roundtables with Fortune 500 datacenter operators, then converting that input into roadmap priorities.
- Delivered enterprise SSO and API scope, defining OIDC requirements through implementation and authoring the SAML roadmap for enterprise identity federation.

T-Mobile | Manager, Product & Technology

Atlanta, GA · May 2021 - Sep 2023

Enterprise payments platform serving millions of customers; led a 16-person Product and Engineering org under full SOX scope

- Cut annual OPEX \$1.1M by consolidating redundant tooling, vendor contracts, and overlapping release pipelines, then redirected the savings to higher-ROI platform work.
- Grew delivery throughput 40% by aligning executives on a 3-year payments-platform roadmap and sequencing engineering around the highest-impact priorities.
- Owned autopay, customer-service payments, and payment-fraud handling at millions-of-customer scale, clearing a full SOX audit with enforced audit trails, change control, and segregation of duties.
- Shortened average customer-resolution time 20% by shipping an AI-powered customer-care feature integrated with Salesforce and Zendesk.
- Coached 2 PMs to own delivery against business KPIs and standardized release management and quality gates across a 16-person org.

T-Mobile | Technical Product Manager

Seattle, WA · Jan 2019 - May 2021

Enterprise management software; 7 enterprise channels across 4 SAFe teams

- Saved \$5M annually with an omnichannel retail UX overhaul that cut customer wait time 20% and lifted UX scores 15%.
- Drove delivery across 4 SAFe teams and 7 enterprise channels, authoring API-level user stories and acceptance criteria tied to revenue, CSAT, and operational KPIs.
- Delivered CCPA compliance (data-subject access, deletion, consent) and owned the nationwide enterprise iOS app used by T-Mobile employees from requirements through release.

T-Mobile | Retail and Sales Leadership

Various US markets · 2013 - 2019

- Led retail and sales teams, building the customer and operations grounding for a 10-year T-Mobile career that grew into enterprise product leadership.

SELECTED PROJECTS

Sparkwell Studios | Founder & Product Lead

2025 - Present

Solo-operated, independent iOS product portfolio with real paying users and subscription monetization

- Built and shipped 8 production iOS apps solo since 2025, each with paying users, from product spec to Swift and SwiftUI code to App Store optimization, paywall, and growth.
- Built the automation that lets one operator run an 8-app portfolio: 600+ Python and JavaScript scripts and 12 orchestration workflows driving crash triage, Apple Search Ads with custom install attribution, and PostHog and RevenueCat analytics.
- Designed a 40-module LLM pipeline that tailors job applications across JD parsing, fit scoring, and evidence mapping, guarded by 518 passing tests and an LLM-as-judge truth-guard that blocks unsupported claims.
- Ran live paywall and onboarding A/B experiments across the portfolio, instrumented in PostHog and RevenueCat, to improve activation and conversion.

Live on the App Store: Nestling, IconBundler, Milevo, OfferStory, GoScript, HabitUnlock, Tonebook, Contraction Timer.

EDUCATION AND CERTIFICATIONS

- **Coursework toward BBA, University of North Alabama** (3 years)
- Product Management Fundamentals, **University of Virginia**
- Product Owner / Product Manager (POPM), **SAFe**
- Manager Accelerator, **McKinsey & Company**
- AI Product Manager, **IBM** (in progress)