

JB (JAMES B.) SLOAN

West Newton, MA • (781) 325-3388 • jbsloan@gmail.com
[linkedin.com/in/jbsloan](https://www.linkedin.com/in/jbsloan)

AI PRODUCT LEADER | FINANCIAL SERVICES TECHNOLOGY EXECUTIVE | FOUNDER

Executive product leader with 20+ years in financial services technology and proven track record scaling AI-powered solutions from zero to millions in revenue. At NuArca, built NuComply — an LLM-powered compliance operating system for banks — from concept to 9 live customers and \$200K ARR in just over one year, earning Chartis RiskTech Best-of-Breed recognition. Currently evolving NuComply into an Agentic AI Compliance Operating System with orchestrator agents and task-specific compliance AI agents. Earlier launched enterprise AI/NLP chatbots at Pegasystems for major banks including Swedbank and Scotiabank, and drove 150% revenue growth at Wolters Kluwer through AI-enabled risk management solutions. Deep financial services domain expertise across banking compliance, risk management, and customer service technologies.

CORE COMPETENCIES

AI/LLM Product Development • Agentic AI Architecture • Financial Services Technology • Banking Compliance
Customer Service Automation • Enterprise SaaS • Product Strategy • Go-to-Market

PROFESSIONAL EXPERIENCE

Chief Product Officer & Founding Partner

2017 — Present

NuArca & NuArca Labs — Woburn, MA

- Built NuComply, AI/LLM-powered compliance operating system for banks — scaled from zero to 9 live customers and \$200K ARR in one year, achieving Chartis RiskTech Best-of-Breed recognition
- Leading evolution into Agentic AI Compliance Operating System with orchestrator agents for AI-powered coordination and task-specific compliance agents (BSA SAR Review, KYC/CIP, Regulatory Change Monitoring, Policy Management)
- Pioneering use of Claude Code and agentic AI tools to transform software development lifecycle, leading engineering team in AI-first development practices
- Led consulting engagement with Sontiq (TransUnion) growing core identity protection products by 45% over 2 years, overseeing roadmap for 13 development teams

Product Manager, CRM Applications

2015 — 2017

Pegasystems — Cambridge, MA

- Led financial services implementation of Pega's customer service chatbot using AI and NLP platform for major banking clients
- Oversaw client implementations of CRM platform at Swedbank and Scotiabank, managing enterprise-scale customer service automation deployments
- Managed customer service and sales no-code product lines specifically for financial services market segment
- Provided sales engineering support through product demonstrations and strategic planning for banking prospects

Sr. Product Market Manager, ERM/GRC Products

2012 — 2015

Wolters Kluwer Financial Services — Waltham, MA

- Achieved 150% revenue growth on Enterprise Risk Management and GRC SaaS solutions through AI-enabled analytics and refocused product positioning
- Launched new market solutions on existing platforms including Complaints Tracking and Third Party Risk Management for financial institutions
- Created thought leadership content and delivered conference presentations driving sales pipeline generation for risk management software
- Managed execution across SaaS, installed, and mobile suite of enterprise solutions serving U.S. financial services market

Product Manager, CRA/HMDA Products

2008 — 2012

Wolters Kluwer Financial Services — Waltham, MA

- Developed first-ever CRA dashboard providing comprehensive quantitative performance analysis for community banks, created with Product Advisory Board and beta customers
- Raised customer renewal rate from 80% to 92% during challenging banking market through product improvements and customer satisfaction initiatives
- Achieved 13% revenue growth through strategic rebranding of online solutions and web services targeting community bank market
- Managed suite of regulatory compliance software solutions for banks analyzing lending performance and regulatory requirements

E D U C A T I O N

Master of Engineering, Information Systems — Northeastern University

2005

Bachelor of Arts, History — Occidental College

1996

P A T E N T S & I N T E L L E C T U A L P R O P E R T Y

Co-inventor, two patents on blockchain ownership tracking and multisig wallet architecture for white-label NFT platforms.