Vitalijs Visnevskis

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ABOUT ME

Results-driven Product and Program Manager with over 13 years of experience in industries including AI, digital transformation, transportation, gaming, and automotive. Proven expertise in leading Agile and SAFe frameworks, driving product development, and integrating cutting-edge technologies like LLMs and RAG into strategic initiatives. Skilled in managing cross-functional teams, optimizing processes, and delivering measurable outcomes.

WORK EXPERIENCE

2023 – CURRENT Bremen, Germany

AI Experimentation & Tool Development AxWise

Proactively reviewed and systematically architected complex codebase (Python FastAPI & Next.js), significantly improving code quality, maintainability, and adherence to SOLID, DRY, and KISS principles.

Designed and implemented new backend services for interview analysis and processing within FastAPI, implemented large API handlers and centralizing configuration management for enhanced robustness and maintainability.

Implemented test coverage and data handling, ensuring robustness of **LLM-powered features** and validating **structured output pipelines**.

Applied User-Centric Approach: Prioritized user experience by focusing on fixing user-facing bugs and incorporating insights from **conducting and processing 10+ user interviews directly within the LLM-powered Interview Insight Analyst tool**, demonstrating a user-centric and data-driven approach.

01/05/2023 – 02/2025 Bremen, Germany

Program manager Sportradar

Grew the Sport Virtualisation Group from 8 to over 40 members, significantly enhancing project output.
Managed four development teams across eight projects, utilizing Agile and SAFe processes to streamline onboarding and management.

Integrated Scoping with Discovery & Framing processes, reducing waste by **80%** and improving project quality.
Incorporated SAFe methodologies into planning sessions, enhancing strategic alignment and execution efficiency.

Trained management and team members on frameworks, methodologies, sequence diagrams, market research, and Discovery & Framing techniques.

Developed risk and dependency boards, improving project transparency and stakeholder communication.
Increased contribution to product-related features from **50%** to **78%** within five months.

Delivered quarterly updates on team progress via QBRs and program check-ins.

Led the development of eight products in less than two years, with four squads; six products successfully launched.

Directed projects involving sports virtualization using AI, augmented reality, and computer vision data processing via various APIs.
Created video streams for broadcasting and developed virtualized products for on-demand video clip creation via AWS for broadcasters and coaches.

Worked on products associated with globally recognized sports brands like FIFA, ATP, NBA, and DBL, including augmentation for on-screen graphics and compatibility with Oculus, Apple Vision Pro, and Meta

19/08/2019 – 04/2023 Wolfsburg, Germany

Senior Product Manager Volkswagen Group Services via Hexad GmbH

Launched Volkswagen internal API backend service, supporting over 500k daily requests (part of Vehicle Connectivity Framework at that time, Vehicle Backend Discovery Service)

Actively participated in 9 *PI Planning is an event on SAFe* that ensures all the teams on an ART, stakeholders, and leaders are aligned to a shared mission and vision as a Product Manager/Proxy PO, contributing to major strategic initiatives.

Presented VW's internal product at WebSummit, showcasing innovative solutions for Quantum Shuttle: traffic navigation with Quantum computing led by Martin Hofmann (CIO)

Enhanced onboarding processes for Product Managers, fostering better collaboration with development teams. Contributed to the Pay for Performance program, setting strategic goals for team members.

Led scoping, discovery, and framing for key VW projects, providing strategic insights for stakeholders (Service Cam, Pre-Delivery Enrollment, Commercial Legacy Service, Commercial Enrollment Service).

Managed integrations with key projects within Volkswagen's WePlatform, including Heartbeat, Vehicle User Management, Commercial Legacy Aggregator, Pre Delivery Enrollment Services, Vehicle Activation Service, Vehicle Connectivity Framework, contributing to the development and onboarding of electric vehicles

01/02/2017 – 07/08/2019 Hamburg, Germany

Product manager (Contractual jobs) Upwork

Led multiple cross-functional teams of up to **40+ members** across fintech, product management coaching, freelancer marketplaces, and game development.
Successfully delivered over **15** projects for clients in diverse industries.

Payment21 (Swiss Licensed OTC Exchange):
  • **Role:** Product Manager
  • **Achievements:**
      • Redesigned onboarding, KYC, OTC exchange, top-up, and withdrawal processes, reducing user onboarding time by **40%**.
      • Implemented a robust **Scrum** framework, improving development efficiency by **30%**.
      • Established QA testing flows and smoke test automation, decreasing bug reports by **70%** and achieving near **zero-defect releases**.
Umati Capital (Innovative African Fintech Company):
  • **Role:** Product Management Advisor
  • **Achievements:**
      • Mentored a junior product manager, improving project delivery timelines by **50%**.
      • Developed mobile application strategies for SMEs, contributing to a projected **20%** increase in customer acquisition.
      • Refined customer personas through market research, enhancing product-market fit and boosting user engagement by **25%**.
      • **Client Feedback:** Received a 5.0/5.0 rating—*"He was always very responsive in his communication with our team and shared great advice to our Junior Product Manager."*
WorkGenius - Freelancer Marketplace Revamp:
  • Overhauled freelancer and client marketplaces, increasing user onboarding completion rates by **35%**.
  • Enhanced UX across web and mobile platforms, elevating user engagement metrics by **30%** creating notification and other retention-wise services after conducting a comprehensive User research.
Process Optimization:
  • Established data-driven development processes using **Amplitude**, leading to a **20%** increase in actionable insights.
  • Implemented transparent **Agile/Scrum** practices, reducing release cycles from 3 months to **2-week iterations**.
Strategic Initiatives:
  • Assisted companies in preparation for acquisition, contributing to valuation increases of up to **20%**.
  • Improved user retention rates by **30%** through enhanced onboarding and engagement strategies.

Stakeholder Engagement:
- Aligned business objectives with stakeholders and shareholders, resulting in a **25%** increase in project approval rates.
- Established partnerships and managed communities exceeding **5,000** members, enhancing brand visibility.

Technical Expertise:
- Advised on technology stack decisions, reducing development costs by **15%**.
- Improved product quality through best practices, increasing customer satisfaction scores by **20%**.

Training & Best Practices:
- Delivered learning programs for Product Managers, DevOps, and QA teams, improving team efficiency by **25%**.
- Created handbooks and established best practices, standardizing processes across teams.

10/01/2016 – 01/02/2017 Palo-Alto, United States

Product Manager Konsus

Revamped the development process by implementing continuous integration, increasing development efficiency by **30%**.

Launched multiple successful campaigns on **Product Hunt**, gaining over **600 upvotes** and securing significant media coverage, boosting brand visibility and user acquisition.

Achieved consistent **5-10% weekly growth** in user acquisition and engagement through targeted strategies.
Workflow Management: Developed and managed workflows for freelancers and core development teams, enhancing collaboration and productivity, which led to a **25%** reduction in project delivery times.

Led the transition of the core product from static HTML to a dynamic web application using **React** and **Node.js**, improving site performance by **40%** and enhancing user experience.

Developed comprehensive analytics systems using **Mixpanel**, **AutomateAds**, **Google Analytics**, and **Segment.io**, enabling data-driven decision-making that improved conversion rates by **15%**.

Executed effective marketing and growth strategies, including blogging and media engagement, resulting in a **20%** increase in organic traffic.

Integrated CRM and analytics tools such as **Intercom.io** and **Mixpanel** via **Segment.io**, improving customer communication and retention by **25%**.

Launched a **Slack App** and managed partnership activities, resulting in the product being featured on the **Slack App Directory**, expanding reach to over **10,000** new users.

Created product pipelines for complex customer orders (e.g., mobile apps, marketplaces), streamlining project execution and increasing customer satisfaction scores by **30%**.

07/2015 – 12/2015

Founder Mobocars – Trustworthy Local Car Rentals

Hired and managed a cross-functional team including web designers, programmers, SMM specialists, customer managers, and sales managers, building a cohesive team to drive company objectives.

Implemented Agile methodologies using **Scrum** to manage the development team, improving project efficiency and delivery timelines.
Developed workflows to gather user feedback, informing decisions on design, features, and development, resulting in a user-centric product offering.

Led B2B initiatives, reaching out to over **100** car rental companies and securing **10** partnership agreements, expanding the company's network and service offerings.

Grew the car fleet to over **500** vehicles within **3 months**, significantly enhancing service capacity and market competitiveness.
Managed social media marketing and conducted A/B testing for campaigns, increasing customer engagement and acquisition rates

01/10/2013 – 09/07/2015 Riga, Latvia

Producer / Product Manager Game-Insight / InnoWate

Managed daily operations of a multidisciplinary team comprising developers, designers, and co-producers, fostering collaboration and efficient workflows.
Prepared comprehensive concept documents for game mechanics, contributing to the design and development of AAA 3D city-building games.
Conducted weekly reviews of game features and art assets, ensuring quality and alignment with the overall game vision.
Oversaw task tracking and prioritization, troubleshooting development issues, which led to a **20% improvement** in project delivery timelines.
Researched and analyzed mechanics of over **20** similar game products to incorporate best practices and innovative ideas into game development.
Successfully onboarded and integrated new team members, reducing onboarding time by **30%** and maintaining team productivity.
Collaborated on marketing tasks, achieving over **10,000** new Facebook fans in one week, significantly boosting the game's online presence and community engagement.
Led the development and production of AAA 3D city-building games for various platforms and devices, expanding market reach and user base.

01/05/2011 – 01/10/2013 Riga, Latvia

Founder / Product Manager TSG Studio

Founded TSG Studio, assembling a development team from scratch and growing it to **9** skilled members, including developers and designers.

Managed daily office operations, overseeing administrative tasks, resource allocation, and ensuring a productive work environment.

Served as Producer and Project Manager for game development projects, guiding the team through the entire development lifecycle from concept to launch.

Implemented effective task tracking systems, created detailed concept documents, and designed engaging game mechanics, improving project efficiency by **25%**.

Prepared investment proposals, pitches, and comprehensive business plans, attracting potential investors and securing interest for future projects.

Developed two game plots, fully executing one game to completion.

Led the development and release of **"HunterX Zombie Shooter"** achieving over **90,000** installations with an almost zero marketing budget. Attained **9,000** daily active users (DAU) and maintained a **30%** user retention rate over three months.

22/09/2008 – 01/10/2013 Riga, Latvia

IT Engineer Xerox / RigasKarte

E-Ticketing System Integration:
- Worked on backend and frontend integration of an **E-ticketing system** for Riga's public transportation network (bus, trolley, tram).
- Achieved system uptime of **99.98%**, scaling from zero to **500,000** daily users in Riga.

Training and Support:
- Provided comprehensive training to over **400** transportation system operators, drivers, and inspectors, enhancing their proficiency with the new system.
- Trained a technical support team of over **20** members, ensuring they were equipped to handle system maintenance and troubleshooting.

Business Intelligence Reporting:
- Developed a **Business Intelligence** reporting framework for accountants, analysts, and inbound statistics teams.
- Generated daily, weekly, and monthly reports on operations, earnings, traffic statistics, and fraud detection, aiding strategic decision-making.

System Management:
- Managed the **Atlas system**, making updates to tariffs, holidays, articles, routes, and other essential data.
- Implemented changes efficiently, ensuring timely updates and minimal disruptions to services.

01/09/2006 – 01/09/2008 Dublin, Ireland

Administrative associate professional IGE

Provided help desk services to a global customer base, resolving inquiries related to virtual gold and in-game item transactions, achieving a customer satisfaction rate of **95%**.
Managed and processed high volumes of orders for virtual goods, facilitating smooth transactions between buyers and sellers on popular marketplaces like **PlayerAuctions** and **IGE**, increasing order processing efficiency by **20%**.
Assisted in backend system administration, maintaining databases and ensuring the seamless operation of the trading platform, contributing to **99.9%** system uptime.
Coordinated with suppliers to manage the inventory of virtual goods, reducing delivery times by **15%** and improving overall customer experience.
Identified and implemented improvements in customer support and order management processes, resulting in a **10%** reduction in average handling time.

EDUCATION AND TRAINING

2023 – 06/02/2025 Barcelona, Spain

MBA and Masters in Team Leadership ENEB

Website https://eneb.com/

2023 – 06/02/2025 Barcelona, Spain

Master in AI for Business ENEB

Website https://eneb.com/training-programs/master/master-in-ai-for-business/

03/06/2020 – CURRENT

Certified SAFe® 5 Product Owner/Product Manager Scaled Agile Inc

Website https://www.youracclaim.com/badges/5935d3b8-626b-4525-be29-183e9edb4fa5/linked_in_profile

04/2020 – CURRENT

The Professional Scrum Product Owner

Website https://www.scrum.org/certificates/528520

10/2018 – CURRENT

Certified Product Manager GoPractice!

Website https://simulator.gopractice.ru/certificate/795a2a68-e666-4187-91d9-6de4e862032b

2024 Bremen, Germany

AI Infrastructure and Operations Fundamentals by NVIDIA NVIDIA

Website https://www.coursera.org/learn/ai-infrastructure-operations-fundamental

01/09/2004 – 31/07/2010

Economics Applied in IT (MBA) Finance and Law institute

11/2024

Generative AI for Product MAnagers GoPractice, Inc

Website https://gopractice.io/course/genai/certificate/qa2leiee

05/2020

Design Thinking: Implementing the Process LinkedIn

Website https://www.linkedin.com/learning/design-thinking-implementing-the-process

LANGUAGE SKILLS

MOTHER TONGUE(S): Latvian

Other language(s):

Russian

Listening C2
Spoken production C2
Reading C1
Spoken interaction C2
Writing C2

English

Listening C1
Spoken production C1
Reading C1
Spoken interaction C1
Writing C1

German

Listening B2
Spoken production B2
Reading B1
Spoken interaction B2
Writing B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DRIVING LICENCE

- **Driving Licence:** A
- **Driving Licence:** B

JOB-RELATED SKILLS

- **Job-related skills**

  Agile & SAFe Frameworks (Certified SAFe® 5 Product Owner/Manager)

  AI & Automation (RAG, LLMs, Design Thinking tools)

  Product & Program Management (KPI tracking, roadmap planning)

  Tools: Python, VS Code, Git, Tableau, JIRA, Confluence, AWS, Unity3D, Figma, MIRO

  Solution Architecture: End-to-end project design, development, and launch

  Strategic Leadership & Cross-functional Team Management

HOBBIES AND INTERESTS

- **Sports and Personal**
  - Triathlon, running events: Actively participating in 3-5 events annually.
  - AI Research: Exploring advanced applications of RAG and LLMs.