

James Law

Sherborne, Dorset. UK | 07738401449 | officerjlaw@gmail.com

PROFESSIONAL SUMMARY

- Passionate, motivated and professional Product Manager with 16 years experience in the Maritime industry.
- Achieved Senior Officer position in the Merchant navy before moving shoreside to pursue a passion for technology.
- Consistently demonstrates the ability to prioritize tasks across multiple projects following Agile processes.

CORE PROFICIENCIES

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|-----------------------------|---|--|
| – Agile / Scrum methodology | – Communication across cross-functional teams | – Writing detailed user stories |
| – Team Leadership | – Quality Assurance | – Building strong client relationships |
| – Product Roadmaps | – UI / UX Design | – Product Strategy |
| – Project Management | – SaaS B2B and B2C | – Prioritizing Backlogs |

EXPERIENCE

Product Manager | 90POE

Sept 2022-present

Founded in 2017, this Maritime SaaS company offer a platform that manages operational and commercial activities.

Achievements:

- Discovery to launch; Built a product from the ground up with a new team, in under 18 months.
- Connected with all levels within 90POE and the client's business to ensure successful delivery.
- Delivered training materials and face to face user sessions with continued support on rollout.

Summary:

Being truly autonomous has taught me a great deal. Motivated by the freedom to learn and improve through making decisions and occasionally failing fast has helped me grow as a leader and given me confidence in my Product skills.

Product Owner | Thames Water

April 2022-Sept 2022

The UK's largest utility company providing water and sewage services to 15 million customers.

Achievements:

- Immersed myself within the Operational side of the business and engaged with key stakeholders to build a detailed backlog.
- Facilitated the first google style design sprint which kick started development to transform the website.
- Familiarized with complex business processes to deliver highest value features with highest priority.

Summary:

I have learnt a great deal in a short amount of time adapting to new technologies and business processes asserting myself as the owner of the product amongst a wide range of experienced stakeholders and ensuring the highest business value items are delivered first.

Product Owner | Smartstream Technologies

August 2021-April 2022

Leading financial technology company providing software solutions to the world's leading banks.

Achievements:

- Within my first 3 months I assigned myself as Scrum Master and hosted all scrum ceremonies across 5 development teams.
- Reinstated *Retrospective* meetings involving key stakeholders to promote change through progression.
- Immersed myself in Jira and implemented structure using roadmaps, fix versions and priority data fields.

Summary:

I have made a positive impact in my role of Product Owner and brought the teams development structure forward which in turn has promoted cleaner, more accurate code and software. This structure has opened communication channels across the business both up and down the hierarchy.

Product Manager | OneOcean

Feb 2020-Aug 2021

Leading maritime software provider for vessel compliance and monitoring.

Achievements:

- Successfully launched the latest iteration of the OneOcean application that was rebuilt from the ground up.
- Hosted the company's first ever webinar where I presented EnviroManager to over 100 potential clients.
- Within my first year at OneOcean I progressed from owning 1 product to owning 5.
- Maintained relationships with key clients leading to the sale of my products to over 500+ vessels.
- Created product roadmaps for both short-term and long-term strategic vision.
- Gained confidence working with SQL databases and WPF applications. Able to manipulate basic Python, JSON and SQL queries as well as a good knowledge of GIS technology.
- Good understanding of web development including HTML, CSS, Java and JavaScript. As well as working with API's and server cloud technology such as AWS and Azure.

Summary:

In my role as Product Manager, my focus was leading multiple development teams in an Agile environment, owning product roadmaps and prioritizing backlog tasks. I regularly communicated with key clients, ensuring the strategic vision of the company and the products were aligned. My work reached far and wide across the business from training Sales staff and assisting Marketing teams to project management and reporting to company directors.

Maritime Support Officer | MSC Cruises UK

2018-2020

Worldwide passenger cruise company, sister company to MSC Container Shipping Company.

Achievements:

- Monitored the navigational and operational compliance of a fleet of 17 cruise vessels.
- Coordinated the shoreside emergency response to MSC Opera's collision in Venice.
- Worked closely with Wartsila in the early development and deployment of their Fleet Operations Solution.

Senior Second Officer | Princess Cruises

2007-2018

Worldwide passenger cruise company.

Achievements:

- Took legal responsibility for the safe navigation of the company's flag vessel at 142,000 GRT.
- Achieved my Chief Mate's Unlimited License and the rank of Senior Second Officer.
- Worked closely with Napa in the development of their digital logbook as well as Ocean Guardian and their Environmental compliance solution.

EDUCATION

- **Warsash Maritime Academy / Southampton Solent University** – Chief Mates Unlimited Certificate of Competency and Foundation Degree in Maritime Operations.

Key Skills

- Exemplary interpersonal, communication, and project management skills.
- Excellent team building abilities, with both internal and external parties (software developers, business stakeholders and clients).
- Ability to work well under pressure, manage multiple projects simultaneously and maintain keen attention to detail.
- Natural tendency to be positive, creative, and curious.
- Strong leadership skills, including the ability to influence cross-functional teams via diplomacy and tact.
- Jira (Atlassian), Trello, Asana, Confluence, Microsoft Teams & Office 365, Python, SQL, GIS.

Activities and Interests

- Outside of work I run, cycle and love to eat.
- I also play guitar and a few other instruments.
- I enjoy learning about the latest consumer technology and gadgets.