

# John Doe

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## Professional Summary

Experienced Senior Product Manager with over 10 years of experience in driving product innovation, specializing in payment security and tokenization. Proven track record of leading cross-functional teams to deliver large-scale projects successfully while implementing advanced fraud prevention technologies. Adept at utilizing data-driven insights to achieve measurable outcomes and create customer-centric strategies. Passionate about mentoring future product managers and fostering inclusive team cultures.

## Commercial Experience

**Product Manager**, Tech Solutions Co. – Remote Jan 2022 – present

- Designed and implemented product roadmaps for a SaaS platform, resulting in a 25% increase in customer retention in the first year.
- Collaborated cross-functionally to launch three major updates, reducing time-to-market by 15%.
- Spearheaded a user-centric innovation project that developed a mobile-first feature, boosting daily active users by 40%.
- Established product performance KPIs that improved customer satisfaction scores by 20%.
- Led market expansion efforts that increased ARR by 18% over six months by identifying new segments.
- Drove customer feedback integration to reduce churn by 10% through a scalable feedback collection system.

**Associate Product Manager**, Tech Solutions Co. – Remote Apr 2020 – Jan 2022

- Developed a feature scoring matrix that enhanced the prioritization of high-value updates.
- Conducted user research to refine product workflows based on customer insights.
- Achieved a 15% increase in user engagement by coordinating the launch of key features.
- Identified gaps through competitive analysis, guiding the product roadmap for differentiation.
- Created detailed product specifications and maintained stakeholder alignment, reducing rework by 30%.

**Senior Product Designer**, Creative Tech Co. – City Name Jan 2018 – Apr 2020

- Led end-to-end design for a cloud-based tool, adopted by over 10,000 businesses.
- Overhauled the visual identity of the flagship product, resulting in a 30% increase in NPS scores.
- Conducted UX research that led to an 80% reduction in onboarding time for new users.
- Built a comprehensive design system, reducing development time for new features by 25%.

**Product Designer**, Creative Tech Co. – City Name Apr 2016 – Jan 2018

- Designed user interfaces for a project management app, driving a 20% increase in user retention.

**Junior Designer**, Agency X – City Name Jan 2015 – Apr 2016

- Created visual marketing assets, resulting in a 15% increase in client conversion rates.

## Skills

**Technical Skills:** - **Product Management Tools:** Jira, Trello, Asana, Confluence, Aha!

- **Data Analytics & Visualization:** SQL, Tableau, Google Analytics, Mixpanel, Power BI
- **Agile Methodologies:** Scrum, Kanban, SAFe, Lean Product Development
- **User Experience Design:** Figma, Adobe XD, Balsamiq
- **Payment Security & Compliance:** Tokenization, PCI Compliance, Fraud Detection

- **APIs and Integrations:** RESTful APIs, Postman, Swagger
- **Cloud Platforms:** AWS, Azure, GCP

**Soft Skills:** - Strategic Thinking, Communication, Leadership, Empathy and User Focus, Problem-Solving

- Collaboration, Decision-Making, Adaptability, Mentorship, Conflict Resolution

## Education

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**MSc Technical University of Munich**, Human-Computer Interaction

## Languages

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- Languages:** - English: Native
- German: Proficient
  - Spanish: Intermediate