

RICHARD HIGENBOTTAM

PRODUCT MANAGER 📍 LONDON, UNITED KINGDOM 📞 +447894950730

◦ DETAILS ◦

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Nationality
British

Driving licence
Yes

◦ LINKS ◦

[Github](#)
[Profile](#)
[Linkedin](#)

◦ SKILLS ◦

KPI Development and Tracking
Commercial Business Intelligence
Product Lifecycle Management
Data-Driven Decision Making
Product Roadmap Development
B2C Product Strategy
Agile Methodologies
Cross-Functional Team Leadership
Stakeholder Management

◦ LANGUAGES ◦

Spanish
English

👤 PROFILE

Product Manager specializing in fintech, AI, and blockchain with a track record of launching scalable solutions that drive revenue and efficiency. Recently developed an AI APM Optimization Tool and a Decentralized Freelance Marketplace, demonstrating expertise in AI-driven payments and Web3. Post-redundancy (Feb 2025), independently launched an AI APM Optimization Tool and Decentralized Freelance Marketplace, showcased at www.richardhigenbottam.com. Seeking a role in the UK, USA, Asia, or remotely, leveraging expertise in Agile, AI, blockchain, and cross-functional leadership.

Core Competencies

- **Product Strategy & Roadmap Development:** Expertise in crafting end-to-end product roadmaps that balance customer needs, business goals, and technical feasibility.
- **AI & Blockchain Integration:** Proven ability to integrate AI (e.g., payment optimization, fraud detection) and blockchain (e.g., decentralized platforms) into scalable solutions.
- **Agile Project Management (CSM):** Certified Scrum Master with a track record of delivering projects on time using Agile methodologies and tools like Jira.
- **Data Analytics & KPI Optimization:** Advanced proficiency in Tableau, Power BI, and Excel to drive data-informed decisions and optimize performance metrics.
- **Cross-Functional Leadership:** Skilled in leading global teams, aligning technical and business stakeholders, and executing international strategies.
- **Fintech Innovation & Payment Systems:** Deep experience in developing payment solutions, enhancing transaction success rates, and reducing costs in fintech environments.

Key Projects

AI APM Optimization Tool (2025)

- Created an AI-powered prototype to analyse transaction data, recommend alternative payment methods, and enhance fraud detection, showcasing expertise in AI and fintech (demo: www.richardhigenbottam.com).
- Tech: FastAPI, React, scikit-learn, Stripe API. (demo: www.richardhigenbottam.com).
- Highlights: Demonstrates skills in machine learning, API integration, and front-end development, built to optimize transaction fees and success rates.

Decentralized Freelance Marketplace (2025)

- Designed and developed a blockchain-based prototype to demonstrate expertise in decentralized systems, connecting freelancers and employers securely. Validated design with simulated users, refining onboarding flow and transaction logic. (demo: www.richardhigenbottam.com).
- Tech: Solidity, Agile PM, payment systems.
- Highlights: Showcases skills in smart contract development, user-centric design, and scalable platform architecture, built to streamline freelance onboarding and transactions.



EMPLOYMENT HISTORY

Commercial Project Manager at TBS Engineering, United Kingdom

January 2024 — February 2025

Engineers lead-acid battery machines for global battery manufacturing.

- Led the implementation of an AI-integrated CRM system into Salesforce to improve internal and external communications, leading to a 25% boost in operational efficiency.
- Launched a Customer Portal, increasing quotations by 30% and cutting lead times by 20%.
- Analysed data and developed business and pricing strategies for USA and Mexico markets, resulting in \$3 million in new business.
- Directed and managed the automation growth program to deliver KPIs, product performance, and metrics to achieve visits, bookings, conversion, and revenue goals.
- Oversaw an automation growth program, delivering actionable KPIs and product performance metrics.
- Managed global projects (Europe, Asia, Americas); role ended due to company-wide redundancy (no 2025 projects).

Consultant at Union Estate Planning, Worcester

June 2023 — January 2024

Personal finance Company.

- Advised clients on Wills, Trusts, and Estate planning solutions to meet their financial needs.
- Conducted in-person and virtual meetings with clients to discuss their specific requirements.
- Successfully sold tailored financial solutions that aligned with clients' goals and objectives.

Founder / Technical Product Manager, Global Freelance at Global Freelance Ltd, London

May 2021 — June 2023

Built and developed from idea phrase to deployment a Digital Freelance Job Marketplace.

- Established the company's foundational structure and played a pivotal role in its operational success.
- Led the development of a global product strategy, expanding market reach to 6 regions worldwide.
- Introduced an on boarding product sign-up modification that increased sign-ups by 70%.
- Directed a cross-functional team, reducing time-to-market by 15%.
- Designed a new product bidding process for freelancers, leading to increased opportunities for new freelancers to secure projects at competitive rates.
- Implemented a new payment system, driving a 25% rise in digital transactions on the platform.
- Developed a long-term product roadmap that balanced customer needs, business objectives, and technical capabilities.

Career Gap 2018 – 2021

Pursued independent projects and upskilling in fintech/blockchain, leading to founding Global Freelance Ltd. Also, I gained my Diploma in Financial Advisory after being a full time student.

Business Development Consultant at Mercia Fund, City of London

February 2018 — September 2018

A Venture Capital Fintech Investment Fund.

- Raised over 50% more funds for early-stage growth start-up technology businesses than ever before.
- Developed relationships with Ultra high-net-worth individuals, family offices and financial advisory companies.
- Attended investment meetings and developed expertise in venture capital investments and financial modelling.
- Negotiated and closed key partnerships with high-profile clients, resulting in a 40% increase in revenue.

Sales Consultant at Hedgestone Financial, Santiago, Chile

January 2017 — February 2018

A private Financial Advisory Firm.

- Implemented client feedback mechanisms that led to a 62% increase in overall client satisfaction scores.
- Led the end-to-end product development lifecycle, from ideation and market research to launch and post-launch optimization.
- Giving presentations to individuals and companies to help multinational companies change their payroll to adapt to international solutions for their clients instead of enrolling in the home pensions system (AFP).
- Developed and executed product strategies for wealth management services, aligning with company goals and client needs.
- Planned and organised trade shows and conferences that resulted in new business leads and opportunities.
- Developed and implemented a business development strategy that resulted in a 60% increase in market share.

Business Development at C-I ASSOCIATES, Santiago, Chile

May 2016 — January 2017

- Conducted in-person meetings with global clients in Santiago, Chile to provide specialised financial advice on offshore financial solutions for high-net-worth individuals.
- Delivered presentations to individuals and organizations to facilitate the transition of multinational companies' payroll systems towards international alternatives instead of relying on domestic pension plans (AFP).
- Planned and organized trade shows and conferences that resulted in new business leads and opportunities.
- Conducted market research to identify new customer segments and develop strategies to target them.

Sales Consultant at deVere United Kingdom, City of London

May 2015 — May 2016

- With experience having over seven million under my management I have acquired a skill set which can deal with UK clients and international clients. Undertaking research for client's investments and understanding how different portfolios work by managing regular savings, QROPS and different bonds.
- Analysed market trends to identify profitable investment opportunities for clients.
- Advised clients on retirement planning, resulting in an increase in retirement savings.



EDUCATION

MBA Business and Technology, Illinois Institute of Technology,

May 2024 — Present

Business Management with Marketing, Manchester Metropolitan University,

January 2011 — January 2015

Won Business Marketing Award

Financial Planning, Chartered Institute of Insurance

January 2017 — November 2021



CERTIFICATIONS

- Google Project Management Certificate (Google)
- Certified Scrum Master (CSM) (Scrum Alliance)
- Blockchain Specialization (Coursera)
- Decentralized Finance (DeFi): The Future of Finance Specialization (Duke University)
- AWS Certified Cloud Practitioner
- AI for Product Management (Pendo.io)
- Product Analytics Certification (Pendo.io)
- Generative AI Overview for Project Managers (PMI Institute)

Technical Skills

- Agile Tools: Jira, Confluence, Trello
- Data Analytics: Excel, Tableau, Power BI
- Blockchain Tools: Solidity, Ethers.js
- CRM & Automation: Salesforce, HubSpot
- Cloud Platforms: AWS
- Coding: Python, JavaScript (React)