

RICHARD HIGENBOTTAM

PRODUCT MANAGER 📍 LONDON, UNITED KINGDOM 📞 +447894950730

◦ DETAILS ◦

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Nationality
British

Driving licence
Yes

◦ LINKS ◦

[Github](#)
[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

Innovative and results-oriented Product Manager with over 4 years of experience driving product lifecycle development, technical solutions, and strategic market expansions across FinTech, AI, and international sectors. Skilled in aligning business objectives with cutting-edge technologies, including AI-integrated solutions and blockchain-based innovations. Proven expertise in cross-functional team leadership, data-driven decision-making, and agile methodologies. Passionate about delivering customer-centric solutions that enhance efficiency and profitability.

Core Competencies

- **Blockchain & FinTech Expertise:** Proficient in leveraging blockchain concepts and FinTech strategies to design and implement scalable solutions.
- **AI Integration:** Hands-on experience incorporating AI technologies into product and business processes to drive efficiency.
- **Agile Project Management:** Skilled in Scrum, Kanban, and Agile methodologies for seamless product delivery.
- **Data-Driven Decision Making:** Advanced analytical capabilities to inform product strategy and optimize KPIs.
- **Global Market Strategies:** Expertise in managing international projects and market expansions across LATAM, Asia, and Europe.
- **Technical Collaboration:** Ability to bridge the gap between technical teams and business stakeholders to ensure alignment.

🏢 EMPLOYMENT HISTORY

Commercial Project Manager at TBS Engineering, United Kingdom

January 2024 — Present

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.
- Led the development of the Customer Portal that boosted inbound quotations by 30% and decreased lead times by 20%.
- Analysed data and developed business and pricing strategies for USA and Mexico markets, resulting in \$3 million in new business.
- Managed international projects in Europe, Asia, and the Americas to ensure successful execution of strategic project plans.
- Managed the opening and development of a Logistics warehouse in Mexico and in Europe while in the process of one in India.
- Directed and managed the automation growth program to deliver KPIs, product performance, and metrics to achieve visits, bookings, conversion, and revenue goals.
- Utilised Agile methodology and tools to ensure a successful product launch.
- Leveraged data and analytics to drive business outcomes and inform product decisions.

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

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

Received the Business Marketing award from the University following a competition.

Financial Planning, Chartered Institute of Insurance

January 2017 — November 2022



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 (basic)

Key Projects

- **AI-Driven CRM Integration:** Spearheaded an AI integration project at TBS Engineering, achieving a 25% operational efficiency boost.
- **Job Marketplace:** Designed and launched a freelance platform with Stripe payment systems, increasing user adoption by 70%.
- **Customer Portal Development:** Implemented a portal to streamline sales and improve client engagement, leading to a 30% increase in quotations.