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| Richard Higenbottam   |  |  |  | | --- | --- | --- | | Product Manager | London, United Kingdom | +447894950730 | | |
| Details London, United Kingdom  +447894950730  [rich\_higenbottam@hotmail.com](mailto:rich_higenbottam@hotmail.com) Nationality British Driving licence Yes Links [Github](https://github.com/richhig)  [Profile](http://www.richardhigenbottam.com)  [Linkedin](https://www.linkedin.com/in/richard-higenbottam-dippfs-507a6738/) 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](http://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 November 2020 — 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 PractitionerAI 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) | | |