Thomas Higson's Curriculum Vitae

About me

I am a PMI certified technical product manager with a background in software engineering. I also have limited experience as an agile coach.

I have more than 5 years' experience in product roles and 12 years' experience overall within software development projects. My experience covers:

- Industry disrupting new concepts and future systems
- Adapting mature systems to better meet changing requirements
- Safety and mission critical systems for automotive and defence projects

Although no longer a developer, I like to keep my knowledge relevant with personal projects such as:

- Small cloud native websites such as this one to host my CV
- Raspberry Pi projects, such as home automation systems and Pi Holes
- Selenium scripts to automate admin tasks

Fields of expertise

- Product management
- Stakeholder management
- Mentoring and training
- Scrum agile software development
- DevOps
- Cloud architecture
- Web apps and services
- Modularity and reuse across product lines
- Automotive engineering
- Safety engineering

Technology proficiencies

- JIRA
- Amazon Web Services
- Adobe Experience Manager
- ForgeRock
- Artifactory
- Azure
- REST & OData
- Progressive Web Apps
- Git
- Rational Rhapsody
- IQ-RM Pro
- FaultTree +
- Rational DOORS
- Angular
- JavaScript / TypeScript
- Java
- C#
- SQL
- Windows Server
- Oracle Database

Experience

Senior Product Manager

Board Intelligence   since Jul 2021 (2 months)

Reporting into the head of product, I am the most senior product manager for our core Software as a Service offering, worth approximately £20 Million in annual recurring revenue.

The board management industry is now crowded with a plethora of emerging cheap options. My role is to ensure we keep ahead of the marketplace by prioritising the features board members really want while ensuring we incorporate that certain something that makes Board Intelligence special - its broad knowledge of what makes a successful board, gained from decades of consultancy.

Highlights include:

- Baselining our product offering against competitors
- Creating a stakeholder engagement plan to coordinate the company's product group's interactions with stakeholders and establish communication responsibilities on all sides
- Building a strong relationship of trust across the stakeholder group so they can be comfortable trading requirements, even late into development
- Working with a team of experts to make solutions that balance:
    - Reducing technical debt vs. creating new features
    - Satisfying localised needs vs. creating generic, widely valuable features
    - Satisfying short-term needs vs. strategic market alignment

Product Manager

Ocado   Mar 2020 – Jul 2021 (1 year, 4 months)

I managed an agile team tasked with providing customers with new, inspirational opportunities to try new items within the Ocado Smart Platform e-commerce website.

¾ of the UK workforce eat the same lunch every working day. Our mission was to help people like this easily find alternatives, bringing them greater satisfaction and better health.

Highlights include:

- Working with experts to workshop new shopping experiences, the technologies they would require and how to launch them to create a positive impression
- Working with global retail partners of different cultures and markets to agree future visions

- Retaining enough agility to adapt to unprecedented demand and sudden market change

Product Owner

Dyson   Sep 2019 – Mar 2020 (6 months)

As the product owner for their UK, Canada and USA e-commerce platform, I helped Dyson prepare for and operate over the 2019 peak trading period. Almost half of all the year's traffic is concentrated into the Christmas period, our mission was to ensure we could cope with this.

I worked with a wide range of stakeholders to:

- Set the platform goals to give clear direction to other product managers and developers
- Modify the processes to be more agile
  - Introduced earlier product owner assessments, allowing issues to be found earlier
  - Worked collaboratively with the team to create a new definition of done
  - Empowered developers by connecting them directly to stakeholders

During my time as product owner, the team achieved:

- Zero downtime during the peak trading window for the first time in the site's history
- Recognition from Which in their 2019 website rankings as the #6 electronics sales site, beating notable competition including Apple and Amazon

Vertex Engineering Lead

General Dynamics   Sep 2017 – Sep 2019 (2 years)

As engineering lead for General Dynamic's Vertex research and development department, I worked closely with internal and external stakeholders to ensure our new product innovations were in line with upcoming, ever-changing defence needs.
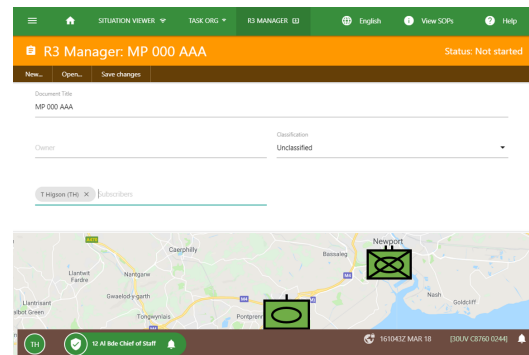
Product Owner: Switch

I introduced DevOps practices to Vertex projects by bringing external DevOps consultants into the company. Through this, Vertex and other internal projects have developed a strong DevOps culture and greatly increased both release tempo and feature cycle time.

My project, **S**oft**w**are **i**ntegration and **t**esting **c**ollaboration **h**ome, or **Switch**, opened similar DevOps pipelines to external developers, allowing rapid integration of apps into the MORPHEUS EvO network architecture. The Switch concept is highly disruptive for the UK Defence industry, providing app developers unprecedented levels of network integration in far shorter timescales than previously possible.

Product Owner: APOC

I took **A**pplication **P**latform for **O**rchestration and **C**ollaboration, or **APOC**, from a spark of an idea to a proof of concept system. Unlike other app platforms, APOC provides MORPHEUS network architecture interfaces for both bespoke and commercial apps to separate business logic and data management from the apps.
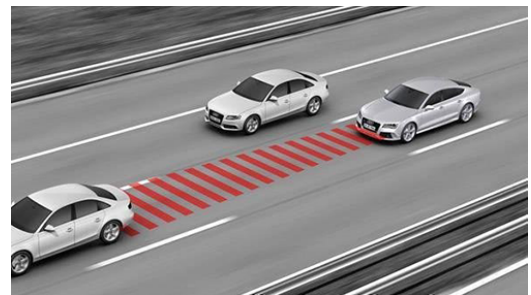

Engineering Manager

ZF TRW   Sep 2016 – Sep 2017 (1 year)

System safety lead for radar customer projects

I was responsible for assessing the safety of advanced driver assistance systems. A demonstration of some of the systems I contributed to can be seen in this video. My contributions included:

- Delivered safety cases for autonomy level 1 (hands on) systems
  - Led an activity to adapt a passenger vehicle safety case for trucks
  - Analysed the safety impact of different sensor configurations
  - Worked alongside project managers to plan system and safety milestones
  - Acted as the primary point of contact between prototype and project development teams
- Assisted in developing concepts for autonomy level 2 (hands off) systems

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This document is a truncated export from my portfolio website
Please visit for more details