




AMY NICHOLSON

I am an accomplished Product professional with extensive experience in Product Management and Development in Agile environments. Leveraging my background as an Android software engineer, I combine technical expertise with strong product management skills to deliver exceptional digital solutions. Proven track record of leading cross-functional teams throughout the entire product lifecycle, from discovery to launch.

CONTACT

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SKILLS

- Product management
- Leading cross functional teams
- Product roadmapping
- Release management
- Workshop facilitation
- Leading cross functional teams
- Agile practices
- Business Analysis
- User research & usability testing
- Stakeholder management
- Public sector GDS
- Prototyping

ADDITIONAL INFO

- The Cabinet Office Programme winner of BIMA award 2024
- Represented AND Digital and Government Ministerial Launch 2023
- Host of 'Building High Performing Teams' webinar for Glasgow Tech Week
- Employee of the Year 2023 at AND Digital

WORK HISTORY

Senior Product Specialist



AND Digital | Glasgow | 09/2021 - Current

As a senior member of the product community, I have gained diverse experience across various roles and industries. I am also a dedicated well-being champion, leading initiatives that promote a positive work environment. Some of my highlights include:

• The Cabinet Office - Product Manager



- Led fast-paced product discovery initiatives employing various user research techniques to identify user needs and pain points.
- Defined the product roadmap and backlog in collaboration with multiple government stakeholders, informed by discovery findings.
- Developed and prioritised the product backlog with Agile scrum team
- Successfully delivered a pilot service transforming a manual, disjointed process into a full Digital solution in matter of months
- Led the team to enhance the services over a subsequent 12 month phase addressing additional user needs and transitioning the service from pilot to mandated service.
- Championed technical best practice by prioritising tech debt and end to end tests as part of the backlog.
- As of October 2024, Find a Grant has more than 324k users and has been used to advertise £19.5 billion worth of grants.

• Evelyn Partners - Discovery Business Analyst



- Contributed to a four-week discovery to simplify and streamline the client onboarding process for colleagues and clients, which progressed into a 12-week dual-track Discovery and Delivery phase.
- Organised and facilitated workshops with stakeholders holding conflicting views, achieving alignment across teams and building shared understanding.
- Introduced and embedded user-centred design practices (user interviews, affinity mapping, storyboarding, product canvases) to evaluate feature impact and effort, resulting in a roadmap prioritised around user value.

• Scottish Water - Gen AI Business Analyst



- Collaborated with a multi-disciplinary team to conduct business discovery and identify potential AI project use cases.
- Led the team to deliver the first AI project from ideation to pre-production, significantly reducing the process completion time from an average of 5 hours to under 10 minutes.
- Contributed to the development of the Governance and Enablement framework.

EDUCATION

2022

Professional Scrum Product Owner
Scrum.org

2021

Professional Scrum Master
Scrum.org

2015

B.Sc. Computing - First class
(Web Systems Development)

Glasgow Caledonian University

AND Digital continued



- **Simon Community Scotland - Product Owner**
 - Product Owner for the award-winning 'By My Side' app developed for the homelessness charity Simon Community Scotland
 - Created and prioritised the backlog, communicated with stakeholders, and ensured the team was aligned with the product vision
 - Since its launch in May 2022, the app has provided vital resources on harm reduction, domestic violence, and mental health, contributing to life-saving outcomes.

Software Engineering Team Lead



BBC iPlayer | **Glasgow** | 2020 - 2021

- Established and managed a new team of four mobile developers specialising in Android and iOS.
- Collaborated with product managers to define the roadmap and prioritise the backlog for the iPlayer mobile app.
- Delivered push notification functionality, a faster login experience, and accessibility improvements.
- Utilised data-driven insights from app store reviews and performance monitoring to enhance user experience in the app.
- Facilitated knowledge sharing and collaboration across the team through regular Android Chapter meetings.

Android Developer

BT | **Glasgow** | 2015 - 2020



- Lead developer for My BT - the company's flagship app with more than 1 million downloads.
- Lead Android developer for the new Plusnet Mobile app.
- Developed and maintained mobile applications including My BT, BT Business, Plusnet Mobile, and BT WiFi.
- Released, managed, and monitored the performance of mobile apps via the Google Play Store.
- Scrum master for My BT.

