AMY NICHOLSON

PRODUCT LEADER

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

CONTACT

Glasgow

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SKILLS

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

ADDITIONAL INFO

- The Cabinet Office Programme winner of BIMA award 2024
- Presented the user research findings as the ministerial launch of Find a Grant
- Host of 'Building High Performing Teams' webinar for Glasgow Tech Week
- Voted Employee of the Year 2023 by peers

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. In recognition of my contributions, I was voted Employee of the Year in 2023.

- **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.

- **Scottish Water - Gen AI Product Specialist**
  - Collaborated with a multi-disciplinary team to conduct business discovery and identify potential AI project use cases.
  - Led the team in delivering the 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.

- **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**

- Set up, line-managed, and led a new team of 4 mobile developers across Android and iOS
- Collaborated with product managers to define the roadmap and prioritise the backlog
- Delivered push notification functionality, a faster login experience, and accessibility improvements
- Made data driven decisions to improve the app for users based on app store reviews and monitoring data
- Responsible for sharing knowledge and collaborating across 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