

Amy Nicholson

hello@amy-nicholson.co.uk

amy-nicholson.co.uk

I am an experienced Technical Product Manager with 9 years experience in developing digital products in an Agile environment. With a foundation as an Android software engineer, I bring a unique blend of technical expertise and product management skills to deliver exceptional digital solutions.

Experience

Product Analyst <i>Club Almeida</i>	AND Digital	Sep 2021 - Present
---	--------------------	---------------------------

The Cabinet Office

- Phase 1: Lead User Researcher for the award-winning Find a Grant Service, which involved developing the research strategy, recruitment and running of user research sessions to determine their needs and pain points and then usability testing potential designs
- Phase 2: Product Manager for Find a Grant, built in line with the Government Design System (GDS) - my role included defining the roadmap, release management, leading the team, scrum master tasks, and stakeholder management at deputy director level
- As of October 2024, Find A Grant has more than 324k users and has been used to advertise £19.5 billion worth of grants
- I have experience across all phases of government service development - Discovery, Alpha, Beta, including taking part in the GDS assessment process
- Developed prototypes using the GDS prototyping toolkit and tested them with users

Scottish Water

- User research and analysis for a 4-week Discovery to understand the business and identify Gen AI use cases
- Analysed these opportunities using affinity mapping, process mapping, and user journey mapping. The analysis then fed into a prioritisation model which took into consideration the objectives of the business
- Led the team to develop the highest scoring use case - using AI to read complex design drawings and convert them to JSON. This was then used to run calculations that were previously done manually. Cutting the time from 5-7 hours by a human to 10 mins with more accurate results.

Simon Community Scotland

- Product Owner for the award-winning By My Side app for homelessness charity Simon Community Scotland
- I was responsible for creating and prioritising the backlog, communicating with stakeholders, and ensuring the team was aligned with the product vision
- This app provides resources on harm reduction, domestic violence and mental health, since its release in May 2022 it has saved lives

Software Engineering Team Lead <i>iPlayer and Sounds</i>	BBC	Oct 2020 - Sep 2021
--	------------	----------------------------

- Set up, line-managed, and led a 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

Android Developer <i>Mobile Apps</i>	BT	Sep 2015 - Oct 2020
--	-----------	----------------------------

- Developed and maintained mobile applications including My BT, BT Business, Plusnet Mobile, and BT WiFi
- Releasing, managing, and monitoring performance of mobile apps via the Google Play Store

Skills

- Stakeholder management
- Product management
- Product roadmapping
- Leading cross functional teams
- Business analysis
- Release management
- Prototyping
- User research & usability testing
- Public Sector GDS
- Mobile app development

Tools

- Jira
- Miro / Mural
- Confluence
- Figma
- GDS prototyping toolkit
- Azure DevOps

Education and Certifications

- **B.Sc. Computing (Web Systems Development),** Glasgow Caledonian University. **2011-2015**
- **Professional Scrum Product Owner** **2022**
- **Professional Scrum Master** **2021**