James Black

Product Manager | Strategic Leader in Product Development

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About Me

Results-driven Product Manager with over 8 years of experience in leading cross-functional teams to deliver innovative products in the tech and e-commerce sectors. Expertise in product lifecycle management, market research, and agile methodologies. Adept at translating customer needs into actionable product features and driving business growth through strategic planning and execution.

Professional Experience

Senior Product Manager

InnovateHub · Hybrid (London, UK)

11.2024
ongoing

Description

Lead the development and management of a suite of e-commerce platforms aimed at enhancing user experience and driving sales growth.

Responsibilities & Contribution

- Defined product vision and strategy based on market research and customer feedback, resulting in a 20% increase in user engagement.
- Collaborated with UX/UI designers to create intuitive interfaces, improving customer satisfaction scores by 15%.
- Managed the product roadmap, prioritizing features and enhancements to align with business objectives and market demands.
- Coordinated with engineering teams to ensure timely delivery of product features, maintaining a 95% on-time release rate.
- Analyzed product performance metrics to identify areas for improvement and implement data-driven enhancements.

Skills and Technologies

Jira	A/B Testing	Google Analytics	SQL
Confluence	Agile		

Product Manager

TechWave Solutions · Onsite (Leeds, UK)

10.2024
06.2020

Description

Managed the lifecycle of multiple SaaS products, focusing on feature development and market expansion.

Responsibilities & Contribution

- Conducted market analysis and competitive research to identify opportunities for product differentiation.

- Worked closely with sales and marketing teams to develop go-to-market strategies, contributing to a 25% revenue growth.
- Defined and tracked key performance indicators (KPIs) to measure product success and inform strategic decisions.
- Led user testing sessions to gather feedback and iterate on product features, enhancing usability and functionality.
- Coordinated with customer support to address user issues and incorporate feedback into product improvements.

Skills and Technologies

Trello	Tableau	Slack	Jira
Confluence			

Associate Product Manager
CreativeSolutions Ltd · Remote (Cardiff, Wales)

06.2020
01.2019

Product Owner
BrightFuture Tech · Onsite (London, UK)

01.2019
05.2016

Training

General Assembly
Advanced Product Management Certification

Scrum Alliance
Agile Product Management

Education

Master of Business Administration (MBA) – Strategic Management
Imperial College London · London, UK

2018
2016

Bachelor of Science in Business Administration
University of Manchester · Manchester, UK

2016
2013

Known Languages

Language	Understanding		Speaking		Writing
	Listening	Reading	Interaction	Production	
English	C2	C2	C2	C2	C2
Italian	B1	B1	B1	B1	B1

Certifications

Certified Scrum Product Owner (CSPO)
Scrum Alliance - https://scrumalliance.org/certifications/csprod

2024

Project Management Professional (PMP)
Project Management Institute - https://www.pmi.org/certifications/project-management-pmp

2020

Other

Product Management Mentor
Women in Product, May 2020 - Ongoing

Driving Product Success with Agile Methodologies
Product Management Today, March 2023

Interests
User Experience Design, Data-Driven Decision Making, Traveling, Reading