

Jan Klug

Polymath Product Manager of 5 years, before that: UX, programming and investment banking (5 years funding and scaling startups). I've driven design, technology and business on a range of great products; equally happy during customer visits, code reviews and C-suite meetings. 3rd culture kid, working on my 7th language. Postgrad Computer Science, undergrad Philosophy Politics & Economics.

SKILLS, TOOLING & TECHNOLOGIES

Skills: A/B Testing, Agile Product Management, Business Development, Data-Driven Decision Making, Financial Modelling, Information Architecture, Offshoring, Machine Learning, Project Management, Roadmap Prioritization and Execution, Software Engineering, Strategic Planning, Technical Specification, UX Research, UI Design

Tooling: Apple Testflight, Autodesk Sketchbook, Azure DevOps (VSTS), Google Analytics, Google Firebase, Google Play Console, InVision, Jira, Lucidchart, Microsoft Office Suite, Power BI, SQL, Trello, Zendesk

Technologies: AngularJS, C#, CSS, HTML, Ionic, Java, .Net Core, Node.js, Python, Unity, Vue.js

EXPERIENCE

Portfolio Product Manager - Ticketer | November 2017 - August 2020 | Transit Apps, Hardware and SaaS

Led cross-functional teams building products that power 80% of UK regional bus travel and move 2bn people per year, including: real-time financial and operational SaaS, passenger-facing mobile apps and webapps, on-bus ticketing/payments devices and commercial APIs.

- **Led new products** through full lifecycle, including iOS and Android apps. **Worked hands-on** with UX and Technical leads to design and architect, managed build by two offshore teams. **Reprioritized roadmap** based on customer feedback and analytics to ship key features **6 weeks early**. For the first time ever, passengers can buy and share tickets from 30% (and growing) of the bus industry **in one app**
- **Discovered and evangelized** new products to fit **customer problems, research and strategic context**, e.g. APIs for real-time travel apps (**upsell to 50%** of customers) and demand-responsive transport (**4 ongoing pilots**)
- Prioritized and **executed highest impact** features on core products, such as contactless transit boarding, resulting in up to **80% conversion** away from cash in some customers
- Proved that a viable **data analytics product platform** could be built at **20% of the cost** by **simplifying the problem and focusing on** key use cases
- Ran customer **requirement gathering** sessions, **established highest ROI** enhancements to existing products, enabling us to sign our 2 largest customers, **scaling revenue by 45%**. Developed features into standalone products, such as digital safety checks, **increasing recurring revenue** by 7%.
- **Managed partner integrations and long-term relationships** with **Apple** (enabling Express Transit on most UK buses), **Google** (confidential) and **Sapphire** (integrating with EAM fleet management solution)
- Consulted **Department for Transport's** Bus Open Data Service as an **industry expert**, prevented architecture and regulation that would have been cost-prohibitive for **60% of industry**. Also designed pro-bono COVID-19 travel monitoring for DfT
- As 1st Product Manager hire, **implemented and continuously improved** best industry practices like Behavior-Driven-Design. Built **collaborative team environment** in partnership with UX, engineering and QA letting us move fast while **reducing rework by 80%** by anticipating challenges
- Established **scalable A/B testing** across 500 live SaaS portals and 25,000 in-field devices
- **Proved value** of the product function, **trained 3 junior PMs** to scale product team

Product Manager - Go4Venture | July 2015 - November 2017 | Financial Industry SaaS

Managed spin-out of startup financing marketplace from UK's leading tech-sector investment bank, Silverpeak.

- Used modern tooling and **in-house SQL database** to establish tech-enabled investment banking practice, enabling team to efficiently **manage 2x as many financing projects**
- Established **bug tracking, analytics** and oversaw backend migration of legacy product
- **Translated learnings from investment banking** into automated matchmaking and fundraising web platform.
- Designed MVP and **personally coded prototype** in AngularJS for user testing, **signed 15 trial investors**

Corporate Finance Analyst - Silverpeak Technology Investment Banking | July 2012 - July 2015 | Startup M&A

Raised capital for startup and scale-up companies. Advised on finance, strategy and product from pre-raise through to funding completion, and facilitated M&A exit to strategic and financial acquirers.

- Advised and facilitated **£100m of startup** funding and M&A
- Provided **startup portfolio analysis** consultancy and organised pitch days for Portugal Ventures
- **Selected M&A targets** and benchmarked industry for an undisclosed FTSE-100 software provider
- Researched, edited and published monthly tech sector fundraising coverage **read by 5,000 subscribers**
- **Self-taught programming** to automate job tasks, resigned to study MSc Computer Science at UCL

Corporate Finance Analyst Long Term Intern - Rothschild | February 2012 - July 2012 | Investment Banking

(For details and experience pre-2012 see [LinkedIn](#))

KEY PROJECTS

(For full portfolio see [jan-made.com](#))

- **ISSRAN | 2020:** Personally developed gamified spaced repetition app helping users to entrain learning immersion by constructively using dead time to scroll infinite feed of flashcards
- **Passwordless-SQLITE | 2017:** Personally developed open-source node.js package enabling Passwordless to use sqlite as a token store for magic-link authentication
- **Microsoft Cities Unlocked | 2016:** Client liaison with Microsoft UK head of project UX, shipped cross-platform C# Unity app and .NET API. Later productionised as Microsoft Soundscape enabling visually impaired users to navigate urban environments.

EDUCATION

MSc Computer Science 1st Class Honours with Distinction - University College London | 2016. Focus: UX, Software Engineering, Cross-Platform Development

BA Philosophy Politics & Economics Upper 2nd Class Honours - Durham University | 2010. Focus: Econometrics, Philosophy of Logic

PERSONAL

Languages: *Fluent* English, *Advanced* German & Mandarin, *Intermediate* French & Cantonese, *Basic* Japanese & Italian

Nationalities: German Citizenship, Hong Kong Citizenship, China Residency, UK Residency

Interests: Carpentry, Cooking, Eastern Philosophy, Experimental Archaeology, Filmmaking, Foraging, History of Technology and Physical Culture, Jiu Jitsu, Pen & Paper Role Playing Games, Powerlifting