

# Josh Lister

## Technical Product Manager

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### Summary

Detail-oriented Technical Product Manager with over a decade of experience in financial services and B2B tech. Specializes in leading cross-functional software development teams to drive product innovation and enhance user experience. Expert in developing and executing product strategies that significantly boost efficiency, engagement, and revenue. Proficient in API integration and system optimization, with a strong focus on delivering customer-centric solutions aligned with business goals. Passionate about Inclusion, Innovation, and Collaboration.

### Experience

**Token.io** London, UK  
Product Manager - Front End June 2024 - Present

- Manage multiple products including Reseller, Merchant, and Admin dashboards, Testing tool, and Bank selection UI.
- Collaborate with Global Markets team to define and roll out customer-centric products.
- Provide CPO support, ensuring product readiness and monitoring performance.
- Collect customer feedback to enhance user experience and drive product innovation.

**Token.io** London, UK  
Product Owner - Connectivity and Front End July 2022 - May 2024

- Created a customizable bank selection and credential capturing UI, increasing payment conversion rates.
- Expanded bank connectivity network to 7 additional countries, enhancing market proposition.
- Streamlined certificate management tasks, freeing up 15% of developer time for strategic projects.
- Defined product requirements and strategy, aligning with business goals.

**Bink** London, UK  
Product Owner February 2021 - July 2022

- Developed a groundbreaking external API, reducing call volume by 20%.
- Authored comprehensive API documentation, improving product adoption and user satisfaction.
- Provided exceptional end-to-end support, enhancing customer service experience.
- Monitored product performance and collected customer feedback for continuous improvement.

**Nedbank** Johannesburg, South Africa  
Senior Business Analyst October 2017 - December 2020

- Led migration of trade booking system to Front Arena platform, managing ZAR5 billion in assets daily.
- Achieved seamless transition in financial markets, enhancing operational efficiency.
- Re-designed trade management process, improving system performance by 25%.
- Translated complex data into strategic product enhancements through feedback analysis.

**Entelect Software** Johannesburg, South Africa  
Business Analyst October 2014 - October 2017

- Led cross-functional teams in insurance and banking sectors, demonstrating leadership in diverse projects.
- Coordinated team to revamp website functionality, improving customer journey satisfaction.
- Translated complex data into strategic product enhancements through feedback analysis.
- Collaborated with stakeholders to define product requirements and strategy.

### Education

**University of Pretoria** Pretoria, South Africa  
Bachelor's degree (BCOMM), Information Systems

### Skills

**Tech Skills:** Product Roadmapping · Discovery · Analytics · Agile Methodologies · Prioritization · Figma · SQL · REST APIs · SDKs · Postman · User Acceptance Testing · Capacity Planning · JIRA

**Soft Skills:** Strong communication skills · Organized · Self-starter · Customer advocate · Strategic thinking · Comfortable with ambiguity