Lionel Cardoza



I'm a Product Manager with 7 years of Agile, data-driven experience focused on delivering business and customer value through building highly scalable, customer-centric products. My experience entails working in B2B & B2C companies, from early-stage startups to large enterprises, specialising in using analytical and strategic product thinking skills to achieve PMF and maximise business impact.

At Revolut Global, I worked as a Technical Product Manager, managing a 10-person cross-functional Agile Scrum team in mitigating risk, solving challenging customer and business problems and delivering outcomes with high quality and velocity.

I proactively built tools, platforms and operational processes to detect and mitigate risk. As BAU, I was responsible for Product visioning, Roadmap planning and end-to-end project execution from scoping, development and release planning.

Some of the high impact projects I worked on were developing a Fincrime Investigations platform, developing an in-house ML Screening Engine, developing platform features /controls to comply with Sanctions and AML regulations, launch of Joint Accounts, launch of Liteapp in 10 expansion markets and cost-reduction of a vendor contract by £700k. Over 1.5 years, the key business metrics I impacted were reducing Revolut's Sanctions risk exposure by 99% and reducing Customer Complaints by 95%.

Prior to Revolut, I worked on the Tide Mobile App driving user growth, engagement and PMF as the Senior Product Manager of the Member Engagement team. I led the scoping, development and launch of MemberConnect which was delivered in 3 months under a budget of £130k. As BAU, I strategized retention and acquisition campaigns with Marketing & CRM teams.

I also gained significant hands-on experience developing a fintech transaction platform working at an early stage startup Stockal. In 1 year, during pandemic, I increased Paid users from 15k to 65k and launched an ML product 'Stacks' offering automated portfolios to retail investors, which generated \$250k AUM in 6 months. In addition, as BAU I coordinated closely with Customer Support, Operations and Engineering teams to resolve production issues on the platform and ultimately reduce Customer Support tickets.

I also gained strong experience working on a fintech Content platform Moneycontrol News as the PM for 2 years. During this time, the unique user DAUs increased by 130% and also achieving growth in reach, distribution and monetization.

Over the years, I've gained vast experience and developed skills in managing Scrum teams and also being an individual contributor focused on execution and delivery.

My career goals are applying this experience and skills to build customer-centric products and make an impact towards your organisation's mission.

