**Rachel Taylor**

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**Personal Statement**

Rachel Taylor is an accomplished Product Manager with over 30 years of experience in the banking industry. Holding a degree in Mathematics from a prestigious Russell Group university, she has demonstrated her ability to lead product development and drive business growth for several renowned UK banks. Her strengths lie in strategic planning, market research, and enhancing customer satisfaction, all of which have consistently contributed to the success of the products she manages.

**Education History**

**University of Cambridge (Russell Group)**

* **BSc Mathematics**
* Graduated: 1994

**Work History**

**Product Manager | NatWest Bank**  
*Manchester, UK | 2016 - Present*  
At NatWest Bank, Rachel led the innovation and development of new financial products, resulting in a significant increase in customer engagement and market share. Her role involved extensive collaboration with marketing and IT teams to ensure product launches were successful and met customer needs. Rachel's strategic approach and attention to detail helped in refining product features, leading to a 25% growth in customer retention.

**Product Manager | Santander UK**  
*Manchester, UK | 2010 - 2016*  
During her tenure at Santander UK, Rachel managed a comprehensive portfolio of financial products, focusing on improving customer experience and satisfaction. She implemented data-driven strategies that aligned product offerings with market trends, resulting in a 20% increase in revenue. Her ability to conduct thorough market research and analyze competitive landscapes was key in informing product development and marketing efforts.

**Product Manager | Nationwide Building Society**  
*Manchester, UK | 2004 - 2010*  
Rachel's role at Nationwide Building Society involved overseeing the entire product lifecycle, from ideation to market launch. She built and maintained strong relationships with stakeholders, ensuring successful product rollouts. Her focus on customer feedback and market analysis enabled the creation of products that met evolving customer needs, contributing to a notable increase in customer loyalty and satisfaction.

**Product Manager | Halifax Bank**  
*Manchester, UK | 1998 - 2004*  
At Halifax Bank, Rachel played a crucial role in managing financial products, ensuring they were effectively integrated into the market. Her leadership and strategic vision were instrumental in driving product innovation and achieving business objectives. She worked closely with various departments to streamline processes and enhance product efficiency, leading to significant business growth.

**Various Roles in Product Management | Various UK Banks**  
*Manchester, UK | 1994 - 1998*  
Rachel gained extensive experience in product management through various roles across notable UK banks. This foundational period helped her develop a deep understanding of the banking industry and its challenges, setting the stage for her successful career in product management.

**Skills**

* **Product Development and Innovation**
* **Market Research and Analysis**
* **Team Leadership and Collaboration**
* **Customer Relationship Management**
* **Strategic Product Planning**

**Qualifications**

* Certified Product Manager (CPM)
* PRINCE2 Practitioner
* Agile Certified Practitioner (PMI-ACP)
* Lean Six Sigma Green Belt
* Certified Scrum Product Owner (CSPO)

**Personal Hobbies**

* **Photography:** Enjoy capturing moments of nature and urban life.
* **Travel:** Passionate about exploring new places and cultures.
* **Yoga:** Regular practitioner of yoga for physical and mental well-being.
* **Reading:** Avid reader of fiction and financial literature.
* **Volunteering:** Involved in local environmental and community service initiatives.