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**PROFILE**

An assertive communicator who strives to deliver results within a team, through a high level of self-motivation, creativity and ambition. I take gratification from complex problem solving, as well as defining new innovative product concepts. Seeking the next challenge of building up a successful team, in a growing organisation, to excel in meeting the product and business vision.

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**PROFESSIONAL EXPERIENCE****2010 – Present    TICKETMASTER, INTERNATIONAL ECOMMERCE & TICKETING****HEAD OF RESALE, INTERNATIONAL PRODUCT** (Sep 2013 – Present)

- Accountable for the delivery of Ticketmaster's International marketplace to new territories and growing existing markets and platforms. Managing both the local and remote product teams to deliver a unified global strategy.
- Established a brand to accompany this proposition and closely worked with UX and design teams to deliver clean, robust and versatile site designs.
- Evolved the UK platform to handle an increase of traffic over 30% and consumer device shifts launching a mobile optimised solution. Co-ordinating the product team to deliver a platform audit and strategies the delivery of a site re-skin, as well as a subsequent redesign and checkout redesign achieving over a 20% conversion increase.
- Identified a potential platform for the International expansion and have specified and delivered the Internationalisation of said technology, launching in its first market in March 2014.
- Distributing available capex to ensure business value is realised and achievable at the relevant intervals throughout the year.
- Established multi variance testing programme to prove hypotheses and verify optimisations.
- Strong, passionate leader coordinating and driving the Project, Development, QA and UX managers on all product launches and releases to streamline activities and ensure smooth delivery and deployments.
- Able to define KPIs and analyse product success, as well as identifying potential operational issues.

**SENIOR PRODUCT MANAGER** (Nov 2011 – Aug 2013)

- Line manager of the product team in charge of a portfolio of 7 core brands, across 8 product platforms for business units operating in over 15 International markets (Europe and Australasia).
- Worked with VP level stakeholders to take requirements and expand an existing premium business unit, defining a product strategy, backlog and brand for the launch of an International platform that has transacted over \$1.5m.
- In charge of generating and driving product roadmaps across the entire above portfolio, having to aggressively prioritise cross-stream deliverables to maximise available resources and business needs.
- The first ever product manager for the sister company, a market place platform, which had previously been left unmanaged. Introducing product management principles and educated entire development teams on Agile methodologies.

**PRODUCT MANAGER (LIVE NATION)** (Jan – Nov 2011)

- Experienced product owner working with designers, development teams and QA teams to define product strategies, backlogs and delivery through Agile methodologies, which have subsequently been rolled out across the entire organisation.
- Defined product roadmaps for multiple products as well as generating release collateral and coordinating acceptance testing.

**ASSOCIATE PRODUCT MANAGER (LIVE NATION)** (Sep – Dec 2010)

- Joined as the sole product manager in charge of managing the rollout of the new Live Nation International sites/platform across Europe and Australasia, owning the CMS developments and front end website.

**2007 – 2010    DISPLAYLINK****MARKETING PRODUCT MANAGER** (May 2008 – Aug 2010)

- Successfully managed the launch of a silicon product that has been adopted by all the top 5 PC manufacturers in the world, with over 450,000 chips sold in the first year, coordinating over 20 accompanying software releases.
- Sole product manager responsible for driving key issues and development priorities across parallel projects to ensure timely delivery of new and existing software products to meet customer schedules.
- Acted as the 'product expert' with regular travel to the US and Asia to present and promote the product range and company direction to notebook manufacturers, as well as train fellow colleagues on product developments.

- Designed, innovated, and managed the company's entire online presence, increasing unique website traffic by 50 per cent in the first 6 months. Launched social media profiles to increase brand awareness. Managed the development of a bespoke CMS back end for the public facing website.
- Established and administered an online beta testing community, gathering essential product feedback from over 850 software users, and incorporating bug reports and feature requests into the product development.
- Regular written and verbal communications, to persuade, justify decisions and gain buy-in when interfacing with local and remote, cross-functional team members and executives.
- Organised and attended several global tradeshows to promote technology using novel concepts to engage audiences.

**GRADUATE FIELD APPLICATION ENGINEER (Nov 2007 – May 2008)**

- Member of the technical support team required to translate, diagnose, reproduce, troubleshoot and document customer issues.
- Strong interpretation skills were required to decipher support requests, often written by those who did not have English as their first language.
- Communicated effectively to ensure proactive discussion and to appropriately rectify issues with colleagues and customers, over multiple time zones.

2004 – Present **SURF STYLE**

**DIRECTOR**

- Exhibited entrepreneurial skills to form a limited company, establish foundations and a client base to produce creative and stylish website designs from scratch, encompassing customer's visions, using HTML, PHP, CSS, AJAX and MySQL solutions.
- Expanded services to include reselling of web hosting to compliment existing product offerings.

**OTHER SKILLS**

- Extremely self motivated and managed, ensuring deadlines are met, and tasks prioritised appropriately.
- Strong ability to multitask and instantly context switch if required. Capable of assertively responding to queries, and ensuring rational decisions are made under pressure.
- Excellent communicator, capable of adapting language and approach for different management levels and personalities. Efficiently manage individuals, even without authority.
- Have experience of coding in several object-oriented languages, so am perfectly aware of the feasibility and limitations of development options.
- Advanced knowledge of the whole Microsoft Office Suite, as well as an in-depth experience of Dreamweaver and image processing and graphics design software.
- Highly knowledgeable in the Windows operating system and daily user of Mac OS X

**HIGHER EDUCATION & TRAINING**

2004 – 2007	<b>BSc (Hons) Software Engineering (2:1)</b> - Durham University, Grey College Developed programming and presentation skills, project management experience and delivery of a web based e-learning tool to a local school in my final year project.
2009	<b>Product Management Program</b> (Certificate) – University of California Berkeley
2009	<b>Japanese Cultural Awareness, Essential Business Communication</b> – TLC Cambridge
2008	<b>Presentation Excellence, Time Management</b> – TLC Cambridge

**SCHOOL EDUCATION**

2002 – 2004	<b>Hills Road Sixth Form Centre, Cambridge</b> <b>A-Level:</b> Computing, Economic, Maths, <b>AS Level:</b> Physics
1997 – 2002	<b>Impington Village College, Cambridge</b> 9 GCSE's including A* in Business Studies, and a (GNVQ) Distinction in ICT.

**INTERESTS**

Travel, health and fitness, cuisine, motoring, socialising, live entertainment, pantone colour charts, branding, online innovations, photography, technology research, networking, pixel perfect design.

**ACHIEVEMENTS**

Event manager and executive member of my University College governing body, responsible for organising events including a fireworks display, a 1000 person capacity festival and a Winter Ball.