



# James Pilkington

## Implementation & Product Leader

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### PROFESSIONAL SUMMARY

Client-obsessed product leader with 15+ years operating at the intersection of technology, product, operations, and clients. Known for using data-backed insights to influence product direction, driving strategy and scalability. Proven experience creating Product Ops at Grubhub Campus, owning API product strategy at Monotype, and leading organizational structure change at Funnel. Recognized by the University of Derby for career excellence in digital implementation, product leadership, and people-first impact.

Driven by a personal brand centered around lifting others, from product management within civic engagement to mentoring early-career talent. My future career aspirations are centered around solving interesting challenges and elevating individuals, teams, and organizations.

### AREA OF EXPERTISE

**Leadership & Strategy:** Organizational Leadership, Talent Development, Executive Stakeholder Management, Product Vision Setting

**Product Management:** End-to-End Product Lifecycle, Strategic Roadmapping, Data-Driven Prioritization, Outcome-Based Metrics (OKRs), Launch Management, Narrative Storytelling

**Technical Strengths:** APIs & Platform Products, AI Enablement, Data Analytics (SQL/Python), Web Technologies, JIRA, Splunk, Amplitude, Low-Code/No-Code Tools

### PROFESSIONAL EXPERIENCE

#### Funnel Leasing, Remote, USA

##### *Enterprise Consultant II - Product Operations Focus | Jul 2025 – Current*

Strategic advisor to enterprise clients, leading SaaS implementations and driving change management initiatives across the property technology space.

- Act as a strategic advisor to enterprise clients, converting \$5M+ ARR in contracted revenue into realized value through successful SaaS implementations.
- Influenced product priorities by translating complex enterprise requirements into scalable technical solutions, bridging product, engineering, and client needs.
- Built internal product operations frameworks that improved cross-functional communication, rollout consistency, and feedback loops between CX, product, and engineering.
- Designed workflow automations using no-code tools and AI, reducing manual task load and increasing internal efficiency across implementation and CX teams.
- Created scalable reporting infrastructure used by multiple internal teams and enterprise clients, improving visibility into adoption, performance, and operational health.
- Led organizational process improvements by identifying bottlenecks and partnering with leadership to create scalable team structures and improved internal processes.
- Delivered white-glove enterprise onboarding, from technical scoping through deployment, ensuring smooth adoption and measurable business outcomes.

#### Monotype, Woburn, MA

##### *Senior Manager of Implementation | Apr 2024 – Jul 2025*

Reporting to the C-Suite, ownership over the execution of key company digital initiatives, including client-facing APIs and AI solutions centered around the partner business.

- Successfully launched an API product from 0-1, creating product-market fit through market research and channel partner collaborations.
- Worked collaboratively to enhance product functionality with AI-driven contextual search and discovery,
- Ownership of API strategy, working cross-functionally to ensure a scalable and profitable business unit
- Independently spearheaded the ideation and development of plugin-based solutions to drive customer acquisition.
- Drove tech enablement by establishing scalable frameworks for client onboarding, API adoption, and integration support.
- Coordinated cross-functionally with sales, engineering, solution architects, QA, SRE, and support teams to create scalable and repeatable processes for supporting the new product.
- Acted as a technical product advocate, bridging the gap between customer needs and product capabilities to drive adoption and satisfaction.
- Led pre- and post-sales engagements to ensure seamless customer lifecycle management.

#### Grubhub, Boston, MA

##### *Senior Manager of Technical & Product Operations | Dec 2021 – Apr 2024*

Promoted to Senior Manager and expanded scope to include Data & Product Analytics, Product Operations, PCI audits, and Sales Engineering support and team managers

- Built and maintained team KPI monitoring frameworks, surfacing actionable trends, resulting in increased team velocity of 20% within 12 months.
- Technical ownership over multiple product lines, including POS, BOH hardware, client dashboards, robot delivery, and Amazon JWO.

- Developed operational dashboards, improving visibility into product health and customer issues.
- Cultivated and managed key relationships, launching 200 clients over 3 years, reducing implementation time by 25% over the course
- Led feature intake and prioritization, using KPI-driven analysis and frameworks such as MoSCoW and RICE.
- Led QA and UAT for all new features and bug fixes.
- Owned the rollout of 100+ features and bug fixes, including comms, training and monitoring against OKRs.
- Enhanced release processes by introducing real-time tracking and visibility tools, improving rollout transparency and response time.
- Owned analytics initiatives, supporting internal and external clients through APIs, integrations, custom SQL reports, and dashboards.
- Scaled, coached, and mentored the technical operations team, doubling its size while improving efficiency and expertise.
- Mentored an employee from being on a PIP through to being a top performer
- Conducted incident response management, working cross-functionally to address outages, troubleshoot escalated issues, and provide real-time updates to stakeholders.

## Grubhub, Boston, MA

### **Manager of Technical Operations** | May 2021 – Dec 2021

Managed a team of operations engineers responsible for implementing and providing L3 support for SaaS (Mobile Ordering), Hardware (POS, Kiosks, BOH hardware), and API-based student card integrations for B2B and B2C partners within higher education restaurants and dining

- Led capacity forecasting for hardware, resources, and project planning across B2B and B2C higher education partnerships.
- Successfully revamped cross-functional bug tracking process, introducing automation, leveraging Zapier and other tools, and dashboards to drive accuracy and transparency.
- Oversaw resolution of escalated customer issues, reproducing and troubleshooting production issues across platforms.
- Owned 3rd party relationships including vendors, 3rd party logistics, card vendors and strategic partners
- Led end-to-end version rollout of different apps, including mobile, kiosk, and other hardware, managing deployment schedules and coordinating cross-functional readiness to ensure smooth delivery of updates to users.
- Served as the highest technical escalation point for internal teams and key accounts.
- Increased team velocity by 20% within my first year

## BNY, Westborough, MA

### **Various Roles (Including Product Management & Business Analyst Manager)** | Jan 2009 – May 2021

Held progressively senior roles in fintech, including Business Analyst, Senior Business Analyst, and Product Management, contributing to large-scale digital transformation and reporting initiatives.

- Managed and mentored business analysts, owning scope, constraints, and delivery for multi-year initiatives in custom data integrations.
- Product Manager for a client-facing, self-serve data integration platform; prioritizing backlogs, defining user stories, collaborating with dev teams, and aligning product roadmaps with business goals.
- Led the transition from Waterfall to Agile methodologies across multiple departments, owning JIRA adoption and agile best practices.
- Served as the key liaison for client data issues, ensuring resolution and continuous improvement in data service delivery.
- Directed a team delivering MIS reporting, including KPI and KRI dashboards for internal and external stakeholders.
- Led the migration of operations from the UK to India, training 30+ staff across four functions.
- Delivered numerous process improvements and technology-driven reporting enhancements for investment accounting and client reporting functions.

## Fractional

### U.S. Digital Response, Remote, USA

#### **Product Implementation Lead (Fractional)** | Jun 2025 – Sep 2025

- Working with Election Offices to deliver and implement Election Management CRM
- Liaising with clients to understand specific use cases and ensure product-market fit and implementation steps
- Working with the Product and Engineering teams to provide feedback on feature and bug request information discovered through implementation

### Develop4Good, Remote, USA

#### **Product Team Mentor (Fractional)** | May 2025 – Aug 2025

- Provided product mentorship to a team of students building a civic engagement platform for nonprofit client Spread The Vote.
- Advised on product discovery, features, scoping, and user-centered design decisions.
- Coached students on managing client relationships and gathering user feedback
- Helped deliver Encyclopedia Politica, an online voter education tool enhancing access to democratic information for underrepresented communities.

## EDUCATION

- University of Derby | Master's (MSc) in Strategic/Business Management
- University of Derby | Bachelors (BSc (Hons)) in Mathematics & Computer Science (DipHE Awarded)

## CERTIFICATIONS

- Product Ops Certified Core & Masters | PLA (2025)
- AI Product Manager Professional Certificate | IBM (2025)
- Certification in Digital Product Management | University of Virginia (2024)
- Agile Project Management Professional Certificate | Atlassian (2024)
- Certified Scrum Master | Scrum Alliance (2023)