

# James Pilkington

## Client-Facing Product & Operations Leader

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### PROFESSIONAL SUMMARY

Client-obsessed Product & Operations Leader with 15+ years driving strategy at the intersection of technology, product, and client success, including 10 years of direct people management. Expert in using data-backed insights to scale Product Ops functions (Grubhub), own API product strategy (Monotype), and lead organizational change (Funnel). A hands-on technical leader who builds AI/ML tools to solve real-world inefficiencies. Recognized by the University of Derby for career excellence in digital implementation, product leadership, and people-first impact.

### SKILLS

**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, Data visualization (Looker, Tableau, Snowflake, Redash), Project Management Tools (Airtable, Monday.com)

**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

##### *Customer Strategy and Consulting | Jul 2025 – Present*

Operating as a strategic leader within the Customer Strategy & Consulting vertical, managing a team of consultants responsible for the highest-complexity enterprise accounts. Bridge the gap between CX and Product, driving internal operational rigour, automating workflows, and influencing the product roadmap to support scaling in a high-growth startup environment.

- **Enterprise Portfolio Strategy:** Serve as the primary strategic advisor for enterprise portfolios valued at +\$5M ARR, guiding complex SaaS implementations and successfully de-escalating at-risk high-value accounts through "white-glove" intervention.
- **Product-Led Operations:** Partnered with Product leadership to evolve the PDLC, introducing RICE prioritization frameworks and shortening roadmap planning cycles to align with client needs.
- **Operational Automation:** Designed AI-driven workflow automations and "Exceptions Reporting" tools, significantly reducing manual administrative load for the CX team while increasing visibility into client health and configuration anomalies.
- **Launch Execution:** Orchestrated the pilot and full-scale rollout of new products, establishing robust feedback loops between clients and engineering to ensure smooth adoption and measurable business outcomes.
- **Team Development:** Coached and managed a consulting team on project management methodologies and client strategy, identifying and removing process bottlenecks to create a scalable team structure ready for growth.
- **AI Integration:** Innovated internal release management by implementing Devin-AI processes to automate and streamline internal release communications.

#### Monotype, Woburn, MA

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

Reported directly to the C-Suite as the founding Product Lead for a new external API business unit. Owned full P&L, product strategy, and execution, driving financial decision-making and cross-functional alignment to scale a new revenue stream.

- **0-to-1 Product Strategy:** Conceptualized and launched a greenfield API product offering, identifying market gaps and validating product-market fit through strategic channel partner collaborations.
- **Revenue Engineering:** Drove customer acquisition strategy by ideating and delivering plugin-based solutions, transforming the ecosystem from passive integrations into active, measurable revenue drivers.
- **Cross-Pod Orchestration:** Aligned Engineering, SRE, Sales, and Support teams to establish scalable frameworks for API adoption, client onboarding, and integration support.
- **AI Product Enhancement:** Directed the integration of AI-driven contextual search and discovery features to enhance product functionality and user engagement.
- **Data Strategy:** Championed a "Data as a Service" (DaaS) roadmap, leveraging usage data captured from the API to train internal AI models and develop marketable data products for customers.
- **Lifecycle Governance:** Owned the entire customer lifecycle, including pre-sales, solution engineering, and customer success. Acting as the technical bridge between customer needs and the strategic roadmap.

#### 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 Pre-Sales. Working collaboratively with Product and Engineering to improve workflows, remove friction, and drive tool adoption through influence without authority

- **Strategic Growth:** Built KPI monitoring frameworks that increased team velocity by a further 10% and reduced client implementation time by 25% across 200+ accounts.
- **AI Innovation:** Engineered an AI-powered bug review system to analyze ticket completeness, reducing engineering manual triage time by 10%.

- **Product Ownership:** Managed the end-to-end lifecycle for 300+ features and bug fixes across mobile, POS, hardware, robot, and Amazon JWO product lines, overseeing QA, UAT, and release comms.
- **Data Strategy:** Architected internal and external dashboards using SQL, APIs, Amplitude, and Redash to surface actionable trends in product metrics and support.
- **Leadership & Mentorship:** Scaled the technical ops team (2x size growth) and transformed underperforming staff into top-tier contributors through targeted coaching.
- **Operational Excellence:** Orchestrated deeper operational rigour, implemented data-backed prioritizations frameworks (RICE & MoSCoW) and formalized release management processes with analytics and internal post-release surveys, increasing collaboration and removing friction

## Grubhub, Boston, MA

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

Managed a team of operations engineers responsible for implementing and supporting higher education dining operations and student card integrations including ownership of restaurant hardware, POS, and mobile ordering platforms

- **Cross-Functional Leadership:** Served as the highest technical escalation point for internal teams and key accounts, successfully de-escalating at-risk clients and managing critical 3rd-party vendor relationships.
- **Process Automation:** Revamped cross-functional bug tracking using Zapier automation to create pipelines between Support (Zendesk) and prod/eng orgs (Jira, Monday), driving increased data accuracy and transparency across the organization.
- **Operational Velocity:** Achieved a 20% increase in team velocity within the first year by optimizing workflows.
- **Scope Management:** Managed capacity forecasting and project planning for B2B and B2C higher education partnerships, overseeing SaaS, hardware, and API integrations.
- **Release Leadership:** Led end-to-end version rollouts for mobile, kiosk, and hardware apps, ensuring 100% cross-functional readiness for deployment schedules.

## BNY, Westborough, MA

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

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

- **Product/Agile:** Led the transition from Waterfall to Agile and JIRA adoption while product managing a self-serve data integration platform and internal workload tracking platforms
- **Efficiency/Ops:** Reduced client onboarding from 18 months to 6 months and led a 30+ person operational migration from the UK to India.
- **Leadership/Data:** Managed a team of Business Analysts handling new-client onboarding, delivering enterprise-scale MIS reporting, and KPI/KRI dashboards.

## VOLUNTEER

### Develop4Good, Remote, USA

#### *Product Team Lead | 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)