

SUMMARY

Entrepreneurial, hands-on individual with 14+ progressive and successful years in the web, mobile, payments and telecommunications environment as a product manager, co-founder, program manager and client development manager. During my career I have built a music start-up company, working at Europe's 3rd largest telecommunication operator, the most frequented search engine and booking platform in Switzerland, followed by the leading mobile payment platform in the United States. Currently I am building mobile, digital and virtual payment solutions for one of the largest multinational financial services and payment provider in the world.

EXPERIENCE**SR MANAGER, GLOBAL PRODUCT DEVELOPMENT - MOBILE/DIGITAL PAYMENTS**

Jul '15 - Present

[American Express](#), New York NY, United States

- Driving complex tokenization capabilities to enable virtual payments for corporate customers globally
- Translating the business strategy into a global, prioritized product roadmap, clear user stories and acceptance criterias for mobile, digital and virtual payment products for card- and non-card members
- Working cross functionally with vendor, UX designers & information architects, engineers, business architects, business leadership, marketing and account development
- Founding member of the internal product club to establish a product community within American Express to exchange product knowledge among peers, learn from each other and external product managers through organized events

CONSULTANT, WEB + MOBILE PRODUCT MANAGEMENT

Apr '15 - Jul '15

[White Andreetto Consulting](#), New York NY/ Los Angeles CA, United States

- WA Consulting hired me for an assignment on an innovation project for one of the largest insurance companies in the US to establish a lean product organization and a competitive roadmap to build the next generation of web and mobile platforms.

PRODUCT MANAGER / CLIENT DEVELOPMENT

Jul '14 - Feb '15

[Softcard \(acquired by Google\)](#), New York NY, United States

A JV of Verizon Wireless, AT&T and T-Mobile. In February 2015, Google acquired Softcard technology to improve Android Pay.

- Leading the relationship to Verizon Wireless as the lead product manager interacting with senior leadership, product-, project and service management, network teams and IT and translate requirements into a prioritized product roadmap
- Striving to deliver the best on-boarding and product experience for customers which has led to 20k activations per day, a base of several million customers and a growth rate of more than 40% of active users using the mobile wallet

PRODUCT MANAGER

Mar '12 - Oct '13

[local.ch \(a Swisscom company\)](#), Zurich, Switzerland

The most frequented search engine and mobile app in Switzerland (>4mm unique visitors/mth); a one-stop-shop to find businesses and book restaurants on the web and mobile phone (a combination of Yelp, Foursquare and OpenTable).

- Responsible for the development, implementation and maintenance of the product portfolio for the web and mobile search of local.ch and create unique opportunities to advertisers and relevant content for users

**SENIOR PROGRAM MANAGER, SERVICE DESIGN
PROJECT MANAGER, CHANNELS STRATEGY & EFFICIENCY
PROJECT MANAGER, SERVICE PROGRAM MANAGEMENT**
[Orange Communications SA](#), Zurich, Switzerland

Sep '10 - Nov '11
Apr '10 - Sep '10
Feb '08 - Apr '10

Orange is the 7th largest telecommunications operator in the world with more than 230 million customers.

- Extensive analysis of the service delivery portfolio to support management to accomplish its mid and long terms mission
- Developing the service delivery strategy for Orange's channels including Customer Service, Sales Force, Web and Shops
- Led the widest spanning program in 10 years aiming to deliver cutting edge service delivery and transform customer care into a true revenue generating asset: 1) Implementing a dedicated first-to-market telephony concept and CRM. 2) Remodeled the after-sales segmentation by adapting the customer care and sales organization
- Driving the implementation of highly complex technical mobile network projects and VoIP (fixed and mobile) projects

INTERN, BUSINESS DEVELOPMENT & TECHNOLOGY
[Net-Mobile UK](#), London, United Kingdom

May '07 - Aug '07

Net-Mobile is an intl. full-service provider for mobile and added-value services and payment solutions with 500+ customers in 40+ countries.

- Supported multiple projects in the business- and technology development unit

CO-FOUNDER & MANAGING PARTNER
[Join4Music.com](#), Zurich, Switzerland

Aug '00 - Dec '06

- Founded the music platform [Join4Music.com](#), one of the largest music platforms in Switzerland, with a community of more than 17,000 registered members.

EDUCATION

CERTIFIED SCRUM PRODUCT OWNER (CSPO)
Scrum Alliance

Feb '15

CERTIFIED SCRUMMASTER (CSM)
Scrum Alliance

Feb '13

MASTERS DEGREE IN BUSINESS ADMINISTRATION AND ENGINEERING
University of Applied Sciences Northwestern Switzerland
Major: Product Management

Oct '04 - Dec '07

VOLUNTEER

Ambassador (NY) - Product Management Festival
[ProductManagementFestival.com](#)

Sep '15 - Present

Exchange with other ambassadors from around the world on various topics around product management and development to establish the most effective Product Management Festival.

New York City Floorball
[floorball.nyc](#)

Aug '14 - Present

Organizing weekly hockey pick-up games on Roosevelt Island assuring the venue, insurance and equipment to leading the practice, the financials, organizing and attend tournaments, the website and social media.