JOHN FAKEGUY
DIGITAL PRODUCT MANAGER / IT SPECIALIST

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Location: Vienna, Austria

SUMMARY

Knowledgeable, customer-focused product manager and IT specialist with 20+ years' combined experience and extensive background in digital product management, prepaid payments, and information technology industries. Expertise in owning and managing projects, marketing products, and managing stakeholder/client relationships. Skills include testing, data analysis, roadmap planning, user research, and KPI reporting. Demonstrated ability to direct complex IT activities, service diverse clients, lead/manage multiple teams. Critical thinker with excellent communication, analytical, decision-making, and problem-solving skills with excellent product leadership capabilities.

PROFESSIONAL EXPERIENCE

Any Company (subsidiary of Any Group) | Vienna, Austria   2011 – Present

IBAN Product Lead (2022-present)

Product lead for IBAN & Card, B2C product offering to consumers in 19 countries an IBAN payment account + debit MasterCard.

- Steering of 3 development teams, delivery of B2C consumer application similar to popular challenger banks, management reporting.
- Features include: SEPA / SEPA instant, direct debits, Apple Pay / Google Pay, virtual and physical debit MasterCard, open banking, secure customer authentication & 3-D Secure, monthly statements, FX transparency, subscription pricing & monetization.

Product Manager (2011-2022)

Manage B2C and B2B products with multiple internal and external development teams while implementing complex project requirements and managing constraints/expectations of stakeholders.

- Work strategically with stakeholders from project initiation to completion, including managing changes to project scope and timeframes.
- Prepare and present monthly cross-project KPIs, client-facing and internal status reports to divisional leadership.
- Full ownership of Pin on Demand (B2B): real-time online voucher distribution to 650.000 physical sales outlets in 40 countries.
- Reduce expenses and mitigate fraud patterns through overseeing automated invoicing, reconciliation, credit risk, and settlement.
- Full ownership of Payout (B2C) gambling product and enables customer game winnings withdrawals in 29 countries, increasing revenue.
- Full ownership of Paysafecash (B2C): enables customer to pay for online goods/services at physical retail outlets with a barcode.
- Full ownership of Distributor Service Center (B2B): online business portal for service providers, facilitating reduced operational expenses.
- Wrote product specification of EPIN (B2C): online distribution of voucher product to 600.000 customers, increasing company revenue.
- Partial requirement engineering/specs of my paysafecard (B2C): online gambling/gaming wallet with 4.9M customers in 29 countries.

Another Company | Haarlem, The Netherlands   2007 – 2012

IT Manager / Consultant

Served as General IT Manager facilitating payments in 11 countries with prepaid Wallie cards, improved organization information systems performance and usability by identifying IT issues and implementing resolution plans. Supervised and managed team of 6 IT specialists.

- Facilitated competitive strategies for business development, project deliverables, new processes, and project status reporting.
- Developed/deployed software, administered system security/maintenance, and designed/maintained software and network architecture.
- Implemented fully automated distribution services of voucher product to physical retail chains, maintained Wallie Card payment system, developed custom ERP system, automated accounting, and banking processes.
- Prepared for takeover and successful migration/conversion of business partners and end-customers from Wallie Card to paysafecard.

Any Corporation | Utrecht, The Netherlands   2006 – 2012

Project Manager

Collaborated closely with development teams, business stakeholders and management team to plan, schedule and coordinate project tasks.

- Managed multiple shareholder relationships, defined company strategy with management team and supervised a team of 15 staff members.
- Outsourced on key projects to Wallie Card and Fortis ASR.

PROFESSIONAL EXPERIENCE

Any Corporation | Utrecht, The Netherlands   2006 – 2007

Project Manager / Consultant

Managed project lifecycle of large-scale project from start to completion, project scope, time, budget, goals, updates, risk and strategy, and stakeholder engagement through proactive consultations.

- Programmed fully streamlined processing of incoming disability insurance requests (rated most efficient and profitable IT project in 2010).
- Prepared/maintain project schedules with all critical tasks and related milestones using approved methods.

Another Corp. | Soest, The Netherlands   2004 – 2006

Lead Developer

Programming/network engineer, developing apps and directing team in design, development, coding, testing, and debugging of applications.

- Programmed and maintained HACON (Dutch government guidelines for defining contracts with construction companies).
- Designed and programmed website for Dutch government-related institutions required to publish national and international tenders on www.aanbestedingskalender.nl
- Performed website design and programming of www.crow.nl, including a custom-built CMS system.

Any Company | Ede, The Netherlands   2001 – 2004

Programmer

Programmer, web designer, and network engineer designing and creating software programs, integrating systems and software, training end-users, analysing algorithms, debugging, and maintaining company technical infrastructure and operating systems.

- Developed online tender specification services (pre-generated text in Dutch government format for building construction projects).
- Programmed multiple websites and applications for Dutch construction companies.

EDUCATION / CERTIFICATION

Scrum Master

Certified SAFe® 5 Agilist
Certificate (2021)

Microsoft Certified Applications Developer (MCAD)
Certificate (2007)

Multimedia designer (3 years), Graphical Lyceum Utrecht
Certificates: Graphical Design and Technology (1998)

Graphical Design and Technology (4 years), Montessori College voor Vakonderwijs and Mavo
Diploma (1997)

CORE COMPETENCIES

- Customer obsession
- Product ownership
- Software development
- Market research
- Requirement engineering
- Process improvements
- Data analysis
- KPI reporting
- Usability & crowd testing
- Security & privacy by design
- Business development
- Stakeholder management