

TIM NOVIS - Senior Product Manager

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SUMMARY

Senior Product Manager with technical and UX/UI expertise, delivering automation, API integrations & scalable platform solutions. Proven in AI automation, analytical problem solving, and strategic data-driven decision-making, achieving outcomes e.g. 90% chargeback process reduction. Focused on long-term impact in on-site product leadership roles.

SKILLS

Automation & Process Optimization | GenAI & LLM Integration | API Integration & Data Pipelines | UX/UI Design & Prototyping | Product Analytics & KPI Ownership | Agile, Lean & Cross-Functional Delivery | Stakeholder Management & Communication | Customer Empathy & Journey Mapping | A/B Testing & Experimentation | Product Strategy & Roadmapping | Risk Management | Compliance Automation | Project Management

PROFESSIONAL EXPERIENCE

SENIOR PRODUCT MANAGER - [24 Seven Cloud](#) (Remote)

Sept 2023 - present

- *Leading strategy and delivery of a **telecom and unified communications** B2B SaaS platform focused on reseller partners and business clients, driving efficiency and customer satisfaction.*
 - Directly **managing and mentoring 2 other Product Managers** in the team.
 - Owning the full product lifecycle and operations from research to launch, including **roadmaps**, KPIs and stakeholder communication.
 - Delivering features spanning **AI-enhanced call analytics**, IVR improvements, and mobile connectivity solutions to optimize network performance and **improving UI/UX**.
 - Leading rollout of **AI call analytics boosting issue resolution speed 30%**, improving satisfaction, reducing escalations
 - Conducting market research & data analysis, refining **product-market fit**, prioritizing features for go-to-market success
 - Collaborating with cross-functional teams to ensure timely delivery & alignment after engaging with reseller's needs

SENIOR PRODUCT MANAGER - [Rapyd](#)

Nov 2020 - Aug 2023

- *Owned product vision and execution for **back office B2B fintech & SaaS tools**, focusing on problem solving, automation, data visualization, and scalable operational systems for cross-border payments & transactions.*
 - Designed custom **API engine and UI** to automate dispute case handling; reduced processing time from hours to minutes, cutting manual work by **90%**
 - Built internal alert system that cut alert creation from **2 hours to 2 minutes**, freeing the team for high-value tasks
 - Led UX and automation for **KYB onboarding** flow using self-serve forms and utilising APIs for third-party risk, regulatory & compliance checks, increasing onboarding efficiency and scale
 - Delivered **real-time dashboards** and reporting tools, including regulatory reporting, enhancing data-driven decisions across operations, finance, and customer success
 - Prioritized product roadmap via user research, KPI analysis, & stakeholder alignment to deliver measurable outcomes

PRODUCT MANAGER – [AvaTrade](#)

Oct 2019 - Nov 2020

- *Owned roadmap and product strategy for a **global B2B2C affiliate marketing platform**, with a focus on user experience, outbound frontend development, and brand control.*
 - Delivered **AWS-based marketing asset hub**, eliminating unauthorized edits and ensuring brand consistency
 - Led UX design and frontend delivery, including **wireframes, prototypes**, and user testing to boost platform usability
 - Partnered with sales and marketing to drive adoption, onboard affiliates, and integrate customer feedback
 - Used Agile to prioritize features and accelerate delivery of user-centric enhancements

JUNIOR PRODUCT MANAGER – [QBO Services](#)

Mar 2017 – Oct 2019

- *Delivered end-to-end product development across web & mobile, combining **UX research, A/B testing**, & Agile execution.*
 - Defined UX specs & user stories, working cross-functionally, launching features to improve **engagement and conversion**
 - Used data-driven strategies to optimize user flows and deliver measurable business impact

OPERATIONS DIRECTOR - MediaXpand Ltd

Dec 2011 - Mar 2017

- *Led cross-functional operations, including UX oversight, marketing strategy, and process optimization.*
 - Directed UX/UI and technical development for **web/mobile apps**, aligning user needs with business objectives
 - Oversaw marketing and go-to-market execution, using analytics to support **customer growth and engagement**

SOFTWARE & TOOLS

JIRA, Confluence, TFS, Postman, Power BI, Kibana, Figma, Monday, Azure, Trello

LANGUAGE

English (Native), Hebrew (Intermediate)

EDUCATION & COURSES

Generative AI for Product Managers - IBM (via Coursera)

2025

Advanced Product Management – John Bryce

2019 - 2020

MSc Web & Mobile Applications and Development (Computer Science) – The University of Leeds

2009 - 2011

BSc (Hons) Pharmacology - The University of Leeds

2002 - 2005