

# Stephen Higgins

+44 7737519190

stephenahiggins@icloud.com

letsbeinventive.co.uk

A proven product leader who has led cross-functional teams to define, build and launch multiple successful products. I have a deep understanding of product, technical and commercial strategy, with a track record of delivering results and driving innovation.

## SKILLS

B2B SaaS & B2C product management.

Proven team leadership in startup, scale-up, and enterprise companies.

Self-starter with a track record of working on complex products with little guidance.

Strong interpersonal and communications skills.

A solid understanding of UI and UX principles.

Extensive technical product management & software architecture experience.

Proficient in Agile and SCRUM practices.

Data analytics, BI, data warehousing, ETL & ELT, Javascript, SQL, AWS, Python, PHP, Jira, Figma & Sketch.

## EDUCATION

### General Assembly

*Product Management*  
July 2017

### OLEVI

*Leadership*  
2016

### University of Cumbria Lancaster

*PGCE Geography*  
September 2010 - 2011

### Sheffield Hallam University

*BSc Human Geography (2:1)*  
September 2006 - July 2009

### Huddersfield New College & The Brooksbank School

1997- 2004  
A-Levels & GCSE's inc. English and Mathematics

## EXPERIENCE

Medicus Health

### Head of Product (Integrations)

June 2022 - Present

- Defining the vision and strategy for the company's data integration and API products.
- Establishing the company's partner ecosystem and accreditation process from scratch.
- Achieved product-market fit across several key features and product areas (including compliance, security and clinical safety approval).

Matillion

### Group Product Manager

Jan 2022 - June 2022

*I left Matillion after being headhunted by Medicus Health*

- Leading the team that brought Matillion's DBT integration to market (removing all sales objections vs DBT Cloud).
- Introducing the team-wide product prioritisation and product marketing framework.

Arbor Education

### Lead Product Manager

Sept 2018 - Jan 2022

- Led the "Data" product team, including line managing a team of 3 Product Managers.
- Led a cross-functional team to ship Arbor's "off the shelf" data warehouse product offering (leading to > £100k upsell in the first year).
- Developing team processes, success metrics, OKRs, recruitment, onboarding and career progression frameworks.
- Taking Arbor's B2B2C app, from MVP to product-market-fit.
- Led several cross-functional initiatives aimed at increasing ACV, reducing churn, and increasing NPS.
- Working closely with Sales & Product Marketing to increase win rate to > 60% (deals closed vs all competitors).
- Defining P&L forecasts & target operating models to secure funding for team expansion and product development.

## INTERESTS

I love a side project! I'm always tinkering with new product ideas, and figuring out how to solve problems.

I also enjoy running as a way to keep both physically and mentally fit.

I am a keen guitar player. I try to listen to live music as often as I can.

## Street Score (Side Project)

### Founder

May 2020 - Nov 2022 (on hiatus)

*StreetScore was a B2C iOS & Android app that gives prospective home buyers information about their new neighbourhood*

- Developing and launching both the iOS & Android apps.
- Creating all marketing and promotional materials.
- Technologies used: PHP, React Native, Python, AWS, SQL, data science & big data.

## Arbor Education

### Senior Product Manager

February 2017 – Aug 2018

- Working with senior stakeholders, including the CTO/CEO & Head of Marketing to develop company processes, product release frameworks, product principles, and OKRs.
- Driving user retention and adoption, identifying and closing commercial risks on flagship modules within 6 months.
- Removing product blockers to increase customer win rate (200%) and NPS across key user personas.
- Conducting user research, defining & shipping MVPs, wireframing, user journey mapping, writing, and refining user stories.
- Working with a remote engineering team. Leading technical implementation including architecture.

## Aspire

### Co-Founder

Mar 2015 - Feb 2017

- Managing the development of 'Aspire', a cloud-based software package that brings siloed data into a single system.
- Presenting the product vision to senior stakeholders, including Trust CEOs & Members of Parliament.

## Kirklees Council

### Teacher & Curriculum Lead

Sept 2011 - Feb 2017

- Leading the Humanities curriculum across a group of schools.

## Freelance Software Developer

2003 - 2018

- Developed several projects for local businesses and school trusts