



IMPACT STATEMENT

Strategic technologist experienced at delivering enterprise digital products and shaping PwCs wider Generative AI transformation agenda. Led the build of a GenAI tool that cut manual testing effort by 75% and rebuilt a Corporate Tax e-Filing platform which lifted the efficiency of key actions by 57%. Passionate about prototyping and building solutions with emerging technologies to solve operational problems across the business. Skilled at diagnosing workflows, building the case for change, and driving outcomes through influencing senior stakeholders and leading cross-functional teams. I thrive at the intersection of people, technology, and strategy, and I'm drawn to roles that involve building and iterating solutions rather than just directing from above.

PROFESSIONAL EXPERIENCE

Career Break | APAC Travel and relocation to Sydney | March 2025 - present

Technology Transformation Manager

Price Waterhouse Coopers UK | May 2023 - February 2025

- **Cut manual test script creation time by 75%**, leading a hackathon team to build a GenAI tool in two weeks.
- **Secured a £100,000 investment commitment** from executive leadership to scale the tool firmwide.
- **Unlocked high-value AI use cases** across the firm, designing and facilitating ideation workshops with AI Champions.
- **Shaped the firm's approach to GenAI delivery**, contributing to a diagnostic report for executive leadership on delivering GenAI services and demonstrations at pace.

Product Manager

Price Waterhouse Coopers UK | July 2021 - February 2025 (concurrent with Transformation role).

- **Improved financial instrument valuation efficiency by 40%**, leading workflow redesign to migrate Audit approval processes to Salesforce.
- **Improved key action speed by 57%**, rebuilding a Tax e-Filing platform to address legacy limitations and enable Corporate Tax teams to scale revenue without additional headcount.
- **Cut support queries by 60%** during Tax busy season, identifying causes of user friction and shipping targeted UX improvements and workflow automations.
- **Accelerated product build by 25%**, building trusted relationships with senior and conservative stakeholders to influence adoption of Agile delivery practices and iterative release cycles.
- **Ensured seamless integration across legacy and new systems**, managing complex technical dependencies, data migrations, integration testing, and phased rollouts without disrupting critical workflows.
- **Delivered across time zones**, managing onshore and offshore product teams across multiple concurrent workstreams.

Technology Analyst

Price Waterhouse Coopers UK | September 2020 - June 2021

- **Improved efficiency and accuracy of 5+ PwC applications by 30%**, implementing automated UI and API tests using Cypress, Postman, Visual Studio Code, and Azure DevOps.
- **Developed the first Power Apps application at PwC** with a Team Health Check tool, making it easier for development teams to make changes by replacing the use of Python and improving security by bringing it into the Power Apps instance.
- **Drove countries to complete Notes Sunsetting activities early** by building interactive Power BI dashboards and incorporating gamification elements, including a leaderboard, to boost engagement and cut manual reporting work.
- **Coordinated Lotus Notes Sunsetting activities across EMEA**, facilitating regular update calls with stakeholders.

SKILLS

Business Case Development | Hypothesis-Led Thinking | Stakeholder Influence & Management | MVP Development & Prototyping | Cross-Functional Leadership | Process Reengineering | AI & Emerging Technology | Client Embedded Delivery

EDUCATION

The University of Manchester.

First Class Honours BSc Management (Innovation, Sustainability and Entrepreneurship).

CERTIFICATIONS

Anthropic: Claude Code in Action, MCP, Agent Skills.
Brainmates: Financial Fundamentals for Product Managers.
Product HQ: Technical Product Manager
Google: AI for Product Management.
Professional Scrum Product Owner (PSPOI).