

Summary

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English (primary) / French (native) / Spanish (mid)

A technically-minded Senior Product Manager passionate about delivering products that bring meaningful value to customers and the broader market. I run on curiosity, empathy, and pragmatism to enable customers to successfully deliver their outcomes of today and tomorrow. My interests range from neuroscience, engineering and cybersecurity to art and music (you might know me as 1/6th of Robocobra Quartet).

Experience

IBM - Senior Product Manager for SaaS Customer Success

11/2023 - Present

Senior Product Manager focusing on portfolio Transformation to SaaS, with a keen focus on Customer Success and weaving in Gen AI to augment Security Operations. I am currently building and leading a program to understand customer success for IBM Security SaaS offerings, to embed a SaaS First mindset, behaviours and activities in all groups and verticals involved throughout the SaaS customer journey.

- Designed and delivered SIEM migration guide, cornerstone of our GTM strategy for QRadar SIEM (Cloud-Native).
- Built SaaS Customer Success program from scratch.
- Built Gen AI for cybersecurity competitive analysis benchmark for consistent monitoring and planning analysis.

IBM - Senior Product Manager

01/2021 - 11/2023

Senior Product Manager at IBM Security for Threat Detection & Response, specialising in SIEM and XDR. I've been principally focused on Product Lifecycle, Strategy and Portfolio Transformation.

- M&A: built business plan for acquisition in EDR space. Contributed to evaluations.
- Lead rejuvenation program for QRadar SIEM, focusing on customer satisfaction, including feature requests (bringing SLAs from 77% to 99%) and MSSP focus.
- Mentored 3 junior PM recruits.
- Developed and lead IBM Security XDR strategy and operationalized our product portfolio consolidation.

IBM - Product Manager

09/2018 - 01/2021

Product Manager for QRadar SIEM, working with multiple distributed teams to bring to market innovations that deliver on customer outcomes.

- Designed, executed and delivered withdrawal of QRadar Vulnerability Assessment capabilities.
- Built SME and MSSP targeted roadmap.
- Established and delivered OT/IIoT Security Strategy, with a strong emphasis on GTM.

IBM - Development Lead & Product Owner

01/2017 - 08/2018

Development Lead and Product Owner for IBM QRadar Vulnerability Manager. I focused on leading the team, prioritising features with all stakeholders and advocating for customers. I also prepared architectural options for vetting by the architecture team. High focus on scalability, quality and accuracy, and alternative feature delivery methods to enable continuous delivery outside of platform release cycle. *Stack: Java, PostgreSQL, Perl, Docker, Python, bash, RHEL.*

IBM - Software Engineer

01/2013 - 12/2016

Software Engineer and then Senior Software Engineer on the QRadar Platform. Working on high performance and scalability vulnerability assessment and SIEM for the QRadar platform, as well as building the first version of the App framework for the QRadar platform and designing and building the first developer SDK, for which I received an IBM Outstanding Technical Achievement Award.

- *Stack: Python, Docker, PostgreSQL, RHEL, Java, Perl*

Edenpod/TradeHero (Singapore) - Software Engineer

03/2012 - 09/2012

Intern at iOS apps incubator Edenpod in Singapore, working on multiple iOS apps and games. One of them led to spin-off TradeHero, of which I became the second Software Engineer and worked on both iOS client development and building our first server infrastructure using a .NET stack and building our Continuous Integration pipeline for both front-end and back-end using Jenkins.

Education

Queen's University Belfast

Computer Science, Erasmus Semester (MSc)

09/2011 - 01/2012

INSA Rennes (France)

Computer Science, Diplome d'Ingenieur - Masters Degree/MSc in Engineer

09/2007 - 06/2012

Awards

NI Music Prize - Album of The Year to Robocobra Quartet for *Living Isn't Easy* (First Taste Records)

2022

IBM - Outstanding Technical Achievement Award (OTAA) for the QRadar App Framework and SDK.

2016