

JOEL THOMAS

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PROFESSIONAL SUMMARY

Product professional with 3+ years of experience supporting data-driven product delivery across global B2B SaaS and AI platforms. Proven exceptional in collaborating cross-functionally with product, development, QA and business stakeholders for connecting 2M+ customers. Experienced in backlog prioritisation, UAT, and building E2E dashboards using Python, SQL, Tableau, Power BI and Microsoft Office to support analytics, decision-making and operational transparency in fast-paced environments.

RELEVANT EXPERIENCE

Product Owner | CalibreCode Solutions

Mar 2025 - Sep 2025

- Led product vision and sprint delivery for an AI-powered business communication platform, **writing and prioritising user stories, refining backlog in line with business goals** through prioritisation and Agile ceremonies.
- Conducted behavioural analysis and UAT-style validation, **synthesising feedback and data insights** to iterate on features, reducing time-to-market by **25%**.
- Applied market research and experimentation like feature pilots and A/B testing, to evaluate impact before wider rollout.

Data Analytics Engineer | Sulhuf Technologies

May 2023 - Sep 2023

- Designed and built end-to-end reporting and analytics dashboards in **Tableau/Power BI** for real-time KPI tracking across product and sales teams, used by **30+ stakeholders in decision-making**.
- Integrated MongoDB and transformed raw data into actionable product insights, **reducing decision latency by 60%** and contributing to a **14% uplift** in revenue growth in one quarter.
- Collaborated with diverse teams, **communicating metrics-supported strategy** with senior leadership across EMEA.

Product Owner | Smart Energy Water

Jul 2021 - Mar 2023

- Led roadmapping and delivery for B2B SaaS platforms as part of the Product Engineering & Management team: **gathered business requirements, prioritised 40+ user stories**, employing Agile sprint planning using **JIRA, Confluence**.
- Delivered roadmap features with **clear criteria** simplifying operational workflows, **reducing delivery time by 50%**.
- Championed cross-functional collaboration with **engineering, design and QA teams** through Agile scrum, managing sprints and epics, and **delivering product presentations to the executive leadership**, proving clear communication.

Team Support Manager | Marks and Spencer

Nov 2024 - Present

- Lead operational delivery and task prioritisation in user-centric setting, and coaching the team to deliver high performance.
 - Analysed 20+ customer order fulfilment using internal tools to **identify friction points and improve user experience**.
 - Boosted customer satisfaction scores to **93%** in a high-volume environment, and commended thrice in the past year for exceptional performance and customer service, proving a **high level of adaptability and ownership**.
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SKILLS

- **Expertise Areas:** Product Management, Data Mining, UAT, Backlog Prioritisation, User Stories
- **Technical:** SQL, Python (pandas, numpy), Microsoft Azure, GCP, MongoDB, API, CRM, Salesforce, Dynamics 365, ServiceNow
- **Analytical:** Tableau, Power BI, Alteryx, A/B Testing, Data Analysis, Dashboarding
- **Collaboration:** JIRA, Confluence, ClickUp, Microsoft Office, Slack, Cross-functional Leadership, Agile Scrum
- **Design:** UX/UI, Adobe Creative Cloud, Figma, Notion, Prototyping, Wireframing
- **Interpersonal Skills:** Proactive mindset; exceptional problem-solving; high attention to detail; excellent use of data and intuition; excellent communication; effective people skills; writing proficiency; strong creativity; customer-centric thinking; always curious to learn; top organisational skills; long-term autonomy; excellent adaptability and team spirit.

EDUCATION

University of Nottingham

Sep 2023 – Dec 2024

Master's degree - Computer Science (Cyber Physical Systems)

Winner of the Developing Solutions Master's Scholarship Award 2024

Dissertation: Modelling User Perception and Expectations of AI Systems (Distinction)

National Institute of Technology (NIT)

Aug 2017 – May 2021

Bachelor's degree - Electronics and Communication Engineering (First Class)

Dissertation: Intelligent Smart Alert System in IoT using Transceiver Module Analysis (Distinction)

KEY PROJECTS

1. **Modelling User Perception of AI** – Created a Python-based visualisation model, using **sentiment analysis** to interpret quantitative/qualitative **user data collected from research in 7+ countries**, establishing frameworks for domain-specific AI.
 2. **LectureMakesSense** – IoT analytics system developed on GrovePi-based environment, for proactive analytics in knowledge environments, by 0-1 product development **from ideation through to deployment**.
 3. **Integrated Smart Alert System** – Highly integrated and intelligent IoT system for a secure vaccine environment, scalable for SMB IoT applications; used ESP8266 with AutoML for predictive strategy and real-time triggers.
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RESEARCH PUBLICATION

J. J. Thomas, Y. D. Sravanthi, V. Dhandapani, “*Integrated Smart Alert System for Industrial Applications using Transceiver Module Analysis*”, Advances in Electrical and Computer Technologies, LNEE Vol. 881, Springer Singapore, June 2022.

ACHIEVEMENTS

Developing Solutions Master's Scholarship

Awarded by the University of Nottingham (2024) for academic excellence and developmental impact.

Speaker / Workshop Lead

Held seminars on Neural Networks (2021), AI in Cybersecurity (2024) - engaged 30+ attendees per session.

Top Performer Award - Marks and Spencer

Recognised for consistently exceeding performance targets and delivering exceptional customer service.

Youth Empowerment Foundation (YEF) – Community Volunteer

Led campaigns expanding nationwide reach for Rapid Response initiatives, to help the needy during the global COVID-19 crisis.

Leadership Roles

Including Captain (Table Tennis), General Secretary (Photography & Design Club), Vice President - Public Relations (Toastmasters).

CERTIFICATIONS

AI for Product Management - by Pendo + Mind The Product [use cases, ethics, and user-centered development]

IBM Skills Build – Data Fundamentals [data lifecycle, databases, and analytical concepts]

Microsoft Azure – Artificial Intelligence (AI-900), Azure (AZ-900), Data Fundamentals (DP-900)

Accenture Discovery – Project Management [core project principles, stakeholder alignment, risk mitigation strategies]

Deloitte BRIDGE Campus – Emerging Tech, Industrial AI (Finalist) [proposing AI solutions through founders mindset]