

# Andrew Jones

Product Management Professional  
East Village, London

07484 191143  
cv@andrewjones.uk  
go.andrewjones.uk/linkedin

## Hello!

I am an experienced Product Management professional with eight years of expertise in the OTT streaming industry. I possess a strong passion for innovation and technology, coupled with an exceptional attention to detail. I excel at identifying opportunities to enhance experiences for both stakeholders and customers.

## Employment history

### Digital Innovation Manager October 2024 – Present

Sky / NBCUniversal, London

In my capacity as Digital Innovation Manager and NextGen Product Lead at Sky / NBCUniversal, I oversee the implementation of digital transformation initiatives across various platforms, including Peacock, NOW, SkyShowtime, and Showmax's customer care systems. My responsibilities encompass leading cross-functional teams to develop advanced digital solutions aimed at improving the customer experience and operational efficiency.

- **Strategic Leadership:** Align digital innovation strategies with business goals. Lead initiatives to implement new technologies for digital transformation.
- **Product Development:** Oversee product lifecycle from ideation to launch. Collaborate with teams to create innovative products that meet customer needs.
- **Cross-functional Collaboration:** Ensure seamless integration of digital initiatives across departments. Promote a culture of innovation and continuous improvement.
- **Project Management:** Manage projects to deliver on time, within scope, and budget. Use agile methodologies to adapt to changing needs.
- **Customer Focus:** Prioritize customer input in digital initiatives. Conduct research and analyze data to enhance product development and satisfaction.
- **Innovation Framework:** Create a framework for idea generation, experimentation, and prototyping. Facilitate creative thinking and problem-solving sessions.
- **Performance Metrics:** Track KPIs to measure digital initiative success. Use insights to optimize performance and drive improvements.

### Senior Product Manager, Digital Service February 2022 – October 2024

Sky, London

I led Product Owners and Analysts in the Global Streaming Product team, directing and managing Self-Service Help, Get in Touch, and Account Management for Sky, Comcast, and NBCUniversal's streaming services worldwide.

- Provide daily guidance, leadership, coaching, and direction for a team of product owners and analysts based in the UK and USA.
- Define Digital Service vision and strategy – including new Generative AI capabilities and personalized service capabilities aimed at reducing contact, cost avoidance, and achieving global scale.
- Lead and manage the rollout of the digital service platform for Comcast/Paramount's Joint Venture streaming service - SkyShowtime - launching in 22 markets across Europe. Also led and managed the rollout of the same platform for Comcast/Multichoice joint venture streaming service – launching in 44 markets in Africa.
- Oversee the day-to-day management of digital service platforms for Peacock (US), NOW (UK, Ireland, Italy), WOW (Germany), Sky X (Austria), SkyShowtime (Europe), and Showmax (Africa), serving approximately 100 million customers globally.
- Maintain and optimize ways of working across product teams, technical teams, and stakeholders globally.
- Drive cross-team collaboration, ensuring appropriate collaboration at the right time with relevant stakeholders and product owners. Drive improvements to intake processes, reducing the time taken to process new requirements and improving relationships and visibility with stakeholders globally.
- Curate roadmap and manage stakeholder relations at the c-suite level.
- Manage vendors of third-party technology platforms, including working with legal teams on terms of agreement for new engagements.

## Further history in brief

**Product Manager, Social & Community**  
February 2020 – February 2022

Sky, London

**Product Analyst, Service Technology**  
October 2018 – February 2020

Sky, London

**Trials Coordinator**  
May 2017 – October 2018

Sky, London

**Onboarding Lead for Microsoft**  
December 2014 – May 2017

Microsoft Brook Street, Reading

## My passions



People



Future  
Tech and  
Generative  
AI



Coding



Tech



Gaming



NFL



F1



Friends



Family



Music &  
Festivals

## References

**Fred Gibson**  
Head of Digital Service  
Current Line Manager

fred.gibson@sky.uk

**Garry Curling**  
VP, Customer Management  
I've worked for Garry for 7 years

garry.curling@sky.uk

## Notice Period

3 months