

## **Nikolaos Petros Lefkimiotis**

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## **Summary**

Product Officer with 6+ years of experience in mastering the software development life cycle, process management, and product ownership. Proven in leading cross-functional & multizonal teams, scaling and optimizing operations, and taking projects from zero to one and beyond with limited resources. An analytically minded individual who seeks to understand a problem at the deepest level possible to ensure the best solution is implemented.

## **Professional Experience**

### **Chief Product Officer | VIP Software Corp | October 2024 – June 2025**

- Spearheaded the growth of the company, increasing client base from five to hundreds and scaling the team from six to fifty-five employees before departure.
- Established and refined the SDLC, ensuring efficient and effective delivery of software products aligned with business goals.
- Implemented agile & scrum methodologies, strengthening process and outcome consistency
- Defined and executed the product roadmap, balancing long-term strategic objectives with immediate market demands.
- Led and managed internal & external cross-functional teams in the development and launch of innovative products and features.
- Created and fostered an analytic-driven culture, leveraging data to inform strategic initiatives.
- Built strong stakeholder relationships, aligning product vision with customer needs and market trends.

### **VP, Product | VIP Software Corp | January 2021 – October 2024**

- Analyzed business processes and systems, identifying areas for improvement and implementing solutions.
- Identified actionable product strategies and directives through SQL, dashboard/visualizations, and custom reports.

- Coordinated with stakeholders to gather and prioritize requirements, ensuring alignment with organizational goals.
- Played a pivotal role in the migration and integration of systems, achieving desired outcomes.
- Expanded product & development teams based on company goals without increasing managerial overhead.

#### **Product Development Manager | VIP Software Corp | December 2019 – January 2021**

- Managed the product lifecycle from conception through launch, overseeing development, marketing, and customer feedback.
- Collaborated with engineering, marketing, and sales teams to ensure alignment with business objectives and client needs.
- Conducted market research and competitive analysis to identify opportunities and gaps, influencing product direction.
- Enhanced operational efficiency by implementing new tools and workflows, cutting time-to-market in half.
- Created detailed product documentation, including user stories, feature specifications, workflows/wireframes, and UI mockups.

#### **Customer Success Manager | VIP Software Corp. | December 2018 – December 2019**

- Delivered outstanding customer support by resolving complex issues, maintaining a 95% customer satisfaction rate, and exceeding service level agreements consistently.
- Proactively managed customer relationships, leading to a 20% increase in retention and identifying upsell opportunities through personalized engagement strategies.
- Streamlined support processes by implementing a new ticketing system and knowledge base, increasing time-to-close by 30%.
- Collaborated cross-functionally with sales and product teams to address customer feedback, driving improvements in product offerings and customer experience.

### **Key Skills**

- Leadership & Strategy: Extreme ownership, team scaling, executive decision-making, stakeholder engagement.
- Tooling Skillsets: Microsoft SQL Server, business intelligence tools (Power BI, Tableau), Atlassian suit (Jira, Confluence, Trello), GitHub, Postman, Swagger/Open API, Zendesk, Azure, MS365, Slack, Moqups, Shuffle, Datto

## Education

### **BA, Political Science**

University of South Florida, Saint Petersburg  
2018

## References

**John L. Forney** | (707)280-5501

**James Makris** | (727)433-7777

**Michael Wasserman** | (908)448-6825