

Pantelis Takos

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Passionate about optimizing processes and solving complex challenges through a balanced mix of technical, interpersonal, and management skills. Data-driven, combining customer feedback with analytics to make informed product decisions and identify new opportunities that enhance user experiences. Successful in aligning cross-functional teams across regions to define product roadmaps and to support SaaS solutions.

Experience

JULY 2016 – PRESENT

Senior Product Manager | SAP Labs | Palo Alto, California

- Liaise with strategic Partners and Customers, troubleshooting issues during implementation to ensure the smooth adoption of S/4HANA Cloud, Public Edition (SaaS) and improve our Net Promoter Score (NPS).
- As the Voice of the Customer, I focus on translating user pain points into Minimum Viable Products (MVP) and new features, co-innovating to incorporate customer feedback into product priorities and maintaining a clear, accurate roadmap for more than 40 diverse personas.
- Work both independently and collaboratively with stakeholders across regions, to analyze Key Performance Indicators (KPI) and identify opportunities for product improvement and optimization in over 300 transactional and analytical apps.
- Advocate for the product, representing Product Management in the Americas region and sharing product knowledge and strategy when needed. My work spans from functional and integration requirements to Application Programming Interfaces (API) and platform prototypes. I have also collaborated with Sales and Partners to support the high-growth phase by endorsing the pursuit of 100+ opportunities.
- Conduct expert testing and validate solution readiness (planned vs. implemented scope) throughout the product lifecycle. Also, work closely with technical writers to review product documentation and have co-authored assets that showcase highlights for 50 releases, including major upgrades and continuous feature deliveries.
- Interviewed 50+ candidates in the hiring process of 10 team members both domestically and abroad over the last 3 years with a retention rate of 80%.

MAY 2015 – AUGUST 2015

IT Applications Product Manager | Tesla Motors | Fremont, California

- Contributed to the adoption of Agile methodologies in the Manufacturing execution systems (MES) Engineering and Business teams.
- Co-designed, assigned, and supervised a remote support plan for Tesla's new factory in the Netherlands.
- Created the Product Requirements Document (PRD) for a new web application, detailing User and System Requirements, Effort, Staffing, Product Roadmap, and Risks.

JANUARY 2014 – JULY 2014

Project/Account Manager | Mindworks Interactive (now Dentsu) | Athens, Greece

- Managed multiple projects and day-to-day operational aspects, working with cross-functional teams of Creative Directors, UI/UX Designers, Engineers, Social Media Managers, and Community Managers.
- Acted as the Product Owner, pitching new solutions while meticulously trading off between customer scope and delivery time.
- Applied the Waterfall model for the Software Development Life Cycle (SDLC) to ensure project progress alignment and resource availability.
- Prepared, conducted, and analyzed User Acceptance Testing (UAT) and A/B testing on deliverables to ensure high project quality.
- Regularly communicated with customers to understand their business needs and proposed product solutions, fostering long-term relationships.

Skills

JIRA • Confluence • Favro • Mural • RESTful APIs • Postman • SoapUI • Visual Studio • Microsoft Office/Copilot • Workpath • Figma • SQL • OData • SOAP • ABAP • XML • HTML • YAML • JavaScript • R • GitHub • Eclipse • node.js • Selenium • Adobe LiveCycle Designer • SAP • ServiceNow • Wrike • Entersoft • Trello • Balsamiq

Education

DECEMBER 2015

Master of Science in Software Management | Carnegie Mellon University | Mountain View, CA

SEPTEMBER 2013

Bachelor of Science in Informatics | University of Piraeus | Piraeus, Greece

Languages

English – Fluent • Greek – Native • German – Intermediate