

CHANTAL WILLIAMS

Product Manager · Seeking Internship, starting Sep 2026

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PROFILE

Purpose driven professional currently completing a Product Manager Diploma at Hyper Island, seeking an internship to build on 18 months of hands-on delivery experience gained throughout the course and working with early-stage tech startups. Bringing recent, practical exposure across product strategy and business model thinking, user centred discovery, stakeholder management, data informed decision making, and applied technical skills (AI-assisted prototyping), paired with extensive commercial and product leadership experience in fast-paced, customer facing organisations.

Interested in building digital and physical products that are purpose driven, improve wellbeing, strengthen communities, and support a more sustainable future. Balances user needs with business goals, executing delivery within scope and learning quickly to help teams ship outcomes that matter to customers and the business.

EDUCATION

- Product Manager Diploma** - Hyper Island, Stockholm (current)
- IBM Agile Development & Scrum** - Coursera, online
- UX Design Bootcamp** - Technigo, Stockholm
- L4 Teaching Certificate in Education & Training** - London, UK
- BA (Hons) Fashion Design & Marketing** - Northumbria University, Newcastle, UK

PRODUCT & DELIVERY EXPERIENCE

Product Manager (5 Live Client Projects) | Hyper Island Product Manager Aug 2025 - Current
Diploma, Stockholm, SE - In-person, full-time, 20-month programme

- Applied Product Manager and Scrum practices, sprint planning, backlog prioritisation (RICE, MoSCoW, ICE), and stakeholder alignment across live client projects, spanning startups, scale-ups, and larger organisations.
- As Course Representative for the Collaborative Project Management module. Owned the end-to-end design and facilitation of a live 45-minute stakeholder alignment workshop for an external client from research and pre-reads through facilitation and debrief.
- Led client discovery and user research, assumption mapping, user journey maps, structured interviews and usability testing to validate real problems before proposing product solutions.
- Applied data-driven product frameworks (North Star Metrics, OKRs, KPIs, AARRR) and SQL/Looker Studio, Google Analytics to translate client data into actionable product decisions and strategy proposals.

Project Manager | SUBU Connect, B2B Marketplace, Remote, SE Jan 2026 – Present

- Led end-to-end migration of the company CRM from Scaleup to Zoho, successfully transferring 2,000+ records, restructuring fields and layouts, and training the team on the new system, now extending into integrating Zoho Projects to align task tracking with growth strategy and delivery goals.
- Replaced ad hoc, unstructured messaging with a documented Slack and workflow system, giving a remote team of 7 an efficient and reliable single source of truth for daily priorities.
- Managed global recruitment and interviews for remote team members, liaising directly with international employment platforms to source talent.
- Led sprint rituals and cross-functional workshops that moved the team from no formal cadence to a repeatable weekly rhythm.
- Introduced Jira workflows and structured bug reporting, cutting down on unclear or duplicate tickets between design and engineering.
- Partnered directly with the founder on KPIs/OKRs to align delivery with business goals.

Project Manager | MajMap, AI-powered Mapping Startup, Remote, SE Mar 2025 – Aug 2025

- Supported MVP development through prioritisation and workflow management, helping the team ship on schedule.
- Facilitated agile ceremonies that kept the team aligned through several sprints, maintaining delivery momentum ahead of MVP launch.
- Bridged design and engineering, reducing handoff friction and improving cross-functional collaboration.

PRIOR LEADERSHIP EXPERIENCE

Extensive product and commercial leadership prior to transitioning into tech product management direct experience relevant to stakeholder management, prioritisation, and using data to drive product decisions.

VP Design, Menswear | Old Navy (Gap Inc.), San Francisco, USA

Dec 2016 – Mar 2020

- Oversaw strategy and product lifecycle for \$1.5bn+ men’s line across online and 1200+ stores globally.
- Managed a team of 13, aligning innovation and commercial goals with customer needs, while overseeing cross-functional organisation of 100+ employees across merchandising, VM, graphics, product development and technical design.
- Used market insight and consumer data to prioritise the product roadmap, product development and post-launch retrospectives.

Design Director | Old Navy (Gap Inc.), San Francisco, USA

Jul 2015 – Dec 2016

Senior Designer | Timberland (VF Corp), London, UK

Dec 2013 – Jul 2015

Design Manager | Aubin & Wills, London, UK

Dec 2007 – Jul 2012

SKILLS

Product & Delivery: Agile, Scrum, Kanban, Sprint Planning, Road-mapping, Product Owner Practices, Discovery & User Research, Strategic Prioritisation (RICE, MoSCoW, ICE), Stakeholder Alignment, UX Collaboration

Frameworks: OKRs & KPIs, North Star Metrics, Business Model Canvas, Value Proposition Canvas, Jobs To Be Done, AARRR Metrics

Tools: Jira, ClickUp, Figma/Figma Make, Lovable, Notion, Slack, CRM, SQL, Looker Studio, Miro, Adobe Suite, Microsoft Suite, Google Workspace

Languages: English (Native), Swedish (A1)

VOLUNTEER ROLES

- Old Navy Executive Sponsor, Color Proud Council — product inclusion initiative.
- Timberland CSR Steward — drove community service and Timberland's environmental agenda.