

SERKAN DOGANTEKIN

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PROFESSIONAL SUMMARY

Product leader building platforms that drive growth and operational excellence across fintech, marketplace, and consumer applications. Grounded in software engineering with expertise in payment systems and orchestration, customer engagement, fraud prevention, and marketing automation across global markets. Proven track record launching 0-to-1 products, optimizing conversion and operational efficiency, and leading cross-functional teams spanning engineering, marketing, operations, and finance.

PROFESSIONAL EXPERIENCE

Lead Product Manager — Distribution Technologies, Berlin

SEPTEMBER 2025 - SEPTEMBER 2026

Leading global payments strategy for B2B transportation platform processing €140M annually across 15+ markets (LATAM, EU, UK and APAC), leading 3 teams (6 engineers) with 3 direct reports (1 senior product manager, 2 fraud specialists).

- Leading payment orchestration across a multi-PSP stack with PCI-DSS compliance ownership
- Launched payment capabilities in 3 new markets (Mexico, Chile, Indonesia) with localized payment methods and fraud frameworks
- Drove 22% acceptance rate improvement in Mexico through fraud and 3DS optimization, directly impacting revenue growth
- Leading payment strategy for initiatives expected to increase transaction volume by 60%
- Optimized tokenization infrastructure costs through vendor renegotiation while expanding capacity
- Built payment operations function from ground up, establishing processes for fraud review, chargeback management, and dispute resolution; driving development of configurable fraud prevention platform to replace hardcoded logic
- Serve as primary payments domain owner for CFO and legal teams on regulatory compliance, cross-border regulations, and payment infrastructure strategy

Senior Product Manager — Revolut, Berlin

JUNE 2025 - SEPTEMBER 2025

Led FinCrime's due diligence domain, balancing regulatory compliance with user experience across markets.

- Built ODD/EDD workflows for different markets Revolut operates in, adapting verification requirements and customer experiences to local regulatory frameworks
- Redesigned AI document review from backend-only process to in-app experience with immediate user feedback, delivering a 12% reduction in repeat submissions in pilot testing

Head of Product — Getir, Berlin

AUGUST 2021 - OCTOBER 2024

Led product strategy and execution across payment products and cross-domain experiences in 9 countries, processing 500K daily transactions, managing 6 product professionals distributed across multiple squads.

Payment Products: Built modular, scalable payment infrastructure reducing integration time from months to weeks. Delivered 10% authorization rate increase, 40% chargeback reduction, 5% cost decrease, and introduced fraud detection mechanisms saving €600K annually. Implemented automatic reconciliation and payout products, nearly eliminating manual work across user, rider, and merchant ecosystem.

Cross-Domain Experiences: Boosted marketing communication conversion rates by 80% through user journey orchestration and personalized messaging. Optimized annual SMS costs through fraud prevention, saving €500K. Improved app load and onboarding times by 35%. Launched beta subscription program resulting in 30% increase in order frequency. Reduced average handling time by 20% using LLM-based agent assistance and optimized bot flows, increasing customer satisfaction score by 12% and decreasing operational costs by €900K annually.

Senior Product Manager – Delivery Hero, Berlin

JULY 2020 - AUGUST 2021

Worked in Delivery Hero's Fintech division building reusable products for payment and e-money institutions across Delivery Hero platform countries, providing fintech products to user, rider, and merchant ecosystem.

Senior Product Manager – Finleap, Berlin

AUGUST 2018 - JULY 2020

Built consumer and SME-focused PSD2-based open finance API platforms with services including account connectivity and aggregation, financial timeline and analysis, payment initiation, and contract recognition. Executed joint efforts with Deutsche Fintech Solutions and Comdirect for digital financial advisor platform and everyday banking app experiments.

Product Architect/Product Owner – Softtech Garage (İşbank), Istanbul

DECEMBER 2016 - MAY 2018

Led product operations for İşbank's everyday finance applications, transforming delivery cycles from quarterly to bi-weekly and converting Maximum Mobil from payment-only platform to everyday finance app, increasing active user base by 150%+. Built Maximum Isyerim for SMEs from 0-to-1 in 6 months, reaching 50,000+ active customers in 4 months without dedicated marketing.

EARLIER PRODUCT & ENGINEERING LEADERSHIP

Digital Channels & Payments Development Manager – Interbank Card Center (BKM), Istanbul (2014-2016): Led product engineering of BKM Express, Turkey's leading digital wallet (growing to 1.2M customers and 20K merchant acceptance points). Founded BKMLab for innovative payment experiences.

Technical Product Manager – Vodafone Turkey, Istanbul (2010-2014): Created concept, analysis, and design for mobile wallet, payment solutions, digital ID and signature, M2M platform, and real-time behavioral campaign management.

Senior Software Engineer – Turkcell Technology, Istanbul (2007-2010): Designed and developed VAS services using Java-based technologies. Co-founded internal innovation projects including vehicular traffic tracking and location-based social networking apps.

Software Engineer – Cybersoft, Istanbul (2002-2006): Lead backend developer for Aurora Software Product Line enabling external parties to implement core banking services.

CORE CAPABILITIES

Strategic Product Leadership: Platform Strategy & Roadmapping | 0-to-1 Product Development | Growth & Optimization | Cross-Functional Leadership | Global Market Operations | Regulatory Compliance | Team Building & Management | Stakeholder Engagement

Domain Expertise: Payment Systems & Orchestration | Fraud Prevention & Risk Management | Marketing Automation | API Product Design | PSD2 | PCI-DSS Compliance | Agentic Commerce (MCP/UCP)

Tools & Technologies: Analytics Platforms | Collaboration Tools | AI/ML Integration | API Design & Development

EDUCATION

Executive MBA – Bogazici University, Istanbul (2011-2012)

MSc in Informatics – Middle East Technical University, Ankara (2003-2006)

BSc in Computer Engineering – Middle East Technical University, Ankara (1996-2001)

CERTIFICATIONS

Multi AI Agent Systems with crewAI (DeepLearning.AI) | AI Product Manager Nanodegree (Udacity) | Product Management with Lean, Agile and System Design Thinking (edX) | Design Sprint Foundations Nanodegree (Udacity) | Blockchain 360 (Coinsilium) | Bitcoin and Cryptocurrency Technologies (Coursera) | Product Management Essentials (Mind The Product)

PUBLICATIONS

Blockchain 101 (1st edition: May 2017, 2nd edition: May 2018)