

IAN KENYON

Head of Product | User-centred digital services for energy customers

Smart Energy · Customer Journeys · Asset Monetisation

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PROFILE

Head of Product with 15+ years' experience delivering digital services and customer platforms across the energy sector. I specialise in shaping clear product strategy, leading cross-functional teams, and creating intuitive customer journeys in complex technical and regulatory environments.

My work spans smart energy systems, EV and microgrid services, billing and metering platforms, optimisation, and energy data products. I move teams from reactive decision-making to stable, user-focused development with measurable results.

Across software, hardware, data science, operations and regulatory teams, I turn complexity into digital experiences that work for customers and hold up commercially.

CORE SKILLS

- Product Strategy & Roadmapping
- Customer Journeys & Digital Experience
- Smart Energy Systems & Asset Monetisation
- Product Governance & Portfolio Prioritisation
- Leading & Mentoring Product Teams

- Agile Product Delivery & Ways of Working
 - Energy Market Regulation (P415, P355, P455)
 - Billing, Metering & Data Platforms
 - Stakeholder Management & Cross-Functional Leadership
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CAREER EXPERIENCE

Head of Product Strategy | SNRG Ltd

2023 – 2025

Lead product vision and digital roadmap across smart-energy services including EV charging, solar, BESS, metering, customer apps and optimisation platforms.

Key achievements

- Developed end-to-end product strategy for SNRG's digital services, prioritising customer journeys and operational efficiency.
- Delivered integrated solutions connecting EV charge points, metering systems and SaaS platforms.
- Strengthened product governance, improving prioritisation, sprint discipline and cross-team alignment.
- Partnered with data science to embed forecasting, optimisation and asset-availability modelling into customer-facing services.
- Made structured build/buy/integrate decisions across hardware, firmware and SaaS systems.

- Aligned product delivery milestones to investor requirements, ensuring accuracy, transparency and commercial clarity.
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Product & Strategy Manager – Software | SNRG Ltd

2023 – 2025

Owned SNRG's software product suite, leading a mix of internal and outsourced development teams to build the company's digital optimisation platform.

Key achievements

- Introduced formal product delivery processes (Scrum, ceremonies, product ops practices) where none existed.
 - Built a multi-disciplinary team covering backend, frontend, mobile and data science.
 - Defined product strategy enabling new billing capabilities, customer onboarding and I&C propositions.
 - Improved modelling accuracy and optimisation performance through closer integration with data science.
 - Led roadmap creation across customer-facing interfaces, metering, IoT, billing flows and microgrid operations.
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Senior Product Manager – Tech & Data Science | Limejump (Shell)

2020 – 2023

Led software teams delivering IoT edge devices, telemetry pipelines, scheduling, dispatch and state-of-energy optimisation for grid-scale batteries.

Key achievements

- Delivered automation for National Grid's Balancing Mechanism and Dynamic Services, improving revenue performance for some of Europe's largest BESS assets.
 - Defined and launched Limejump's next-generation IoT edge device, improving reliability, data quality and operational scalability.
 - Managed and developed a Product Owner, supporting stronger prioritisation and delivery cadence.
 - Improved cross-team alignment between engineering, operations and commercial teams through clearer roadmaps and requirements.
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Product Lead | Shiffle

2018 – 2020

Owned product lifecycle for a worker scheduling and job-matching platform.

- Defined roadmap, commercial priorities and user journeys.
 - Led a multidisciplinary team to deliver MVP and beta trials across Android and iOS.
 - Established user feedback loops and data-driven optimisation of matching logic.
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Product Manager | Paxton Access

2014 – 2018

Owned product planning for IoT-based security and entry systems.

- Delivered major releases for Paxton10 (software + hardware).
 - Developed the Paxton Key App and building-management dashboards.
 - Provided agile training to 70+ colleagues across three development teams.
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Product Manager & Innovation Roles | Solarcentury

2005 – 2014

Held a succession of product and innovation roles supporting solar PV software, system design tools and customer monitoring platforms.

- Delivered international SaaS products used for solar design and system performance.
 - Developed award-winning residential solar solutions.
 - Contributed to company growth from £1m to £350m revenue.
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EDUCATION & CERTIFICATIONS

- Product Management certifications (Agile, Discovery)
 - Ongoing professional development: smart energy systems, behavioural UX, optimisation
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INTERESTS

Smart energy innovation, user-centred design, community energy, running, swimming, music production, DJing.