



Agathe Trouette

Product Manager · Product Design & UX background

agathetrouette.com

agathe.trouette@gmail.com · +33 6 58 92 63 72

Bordeaux, France · open to remote

French · native

English · fluent

Product Manager with 5 years of product experience and a design background. I decide what to build and why, and I know how to design it. At Kaluza, an energy-tech SaaS scale-up (600+ people), I spent 4 years on billing and metering journeys for an energy retailer, growing into owning the product direction of its interfaces. Since January 2026, I design, build with AI and sell my own software, from discovery to usage tracking.

Experience

PB **Product Manager & Builder** Jan 2026 - now

Freelance, software publisher · Bordeaux

Designing, building (Lovable, Claude Code) and selling operations software for small businesses, from discovery to support.

- Ran discovery with small-business owners (questionnaires, interviews, observing their day-to-day) to understand needs, pain points and real workflows.
- Shipped prototypes fast, then iterated in short cycles with users until the tool was part of their daily routine.
- Removed manual data entry through API integrations: SumUp sales, supplier invoices and till reports pulled from Gmail.
- Owned subscription pricing, sales, customer support and incident management end to end.

Concierge Desk · management platform for short-term rental concierge businesses

- Properties, bookings, recurring tasks, invoices and owner/guest messaging, with a financial dashboard of actuals and forecasts.
- Sold on a monthly subscription, 2 paying customers.

Kitchen Desk · mobile-first operations software for independent cafés

- Links supplier invoices and till sales to calculate margin per product and seasonal break-even; staff scheduling, payroll preparation and an AI assistant.
- First deployment in a brunch café in Chamonix: the owner runs everything from one tool, with a clear view of income and costs.

Collectill · operations software for independent retail shops

- Imports SumUp sales automatically and calculates what is owed to each artisan; workshops, gift vouchers and monthly report in one place.
- First deployment in a ceramics shop in Bordeaux.

K **Product Designer, with Product Manager responsibilities** 2021 - 2025

Kaluza · London, then Bristol, UK

Product Manager responsibilities for AGL, Australian energy retailer 2024 - 2025

Led feature delivery on the Kaluza platform, from requirements to release, working directly with client and engineering teams.

- Set the product direction for AGL's metering interfaces and prioritised the capabilities needed to roll the platform out to thousands of users.
- Led cross-team discovery on the evolution of the billing model, using user interviews and Jobs-to-Be-Done.
- Led discovery for agent-facing billing and metering interfaces: journey mapping, user interviews, cross-team workshops.
- Wrote PRDs to align stakeholders and secure client sign-off.
- Evolved the design system as a team: identified missing components and ran workshops with fellow designers.
- Set up a weekly research practice with AGL teams, adopted across the whole design team.

- Facilitated in-person prioritisation workshops in Edinburgh and Bristol with AGL’s leadership, plus weekly client alignment sessions.

Impact: handling time cut from 7 to 4 minutes through a redesign of consumption data visualisation; significant reduction in customer transfer errors; contributed to a photo submission feature targeting 35% fewer incorrect meter reads.

Product Design on billing 2021 - 2023

- Led cross-team discoveries on systemic billing failures, partnering with Product Managers to find root causes and define fixes.
- Facilitated workshops with 4+ product and engineering teams, contributing to a new technical architecture shipped the following year.
- Ran interviews and mapped processes (journey maps, service blueprints) with frontline operations teams to identify friction points.

M

Associate Producer
 Monocle · London, UK

2019 - 2021

- Produced 10+ short films end to end: stakeholder coordination, scheduling and budget.

Skills

Product management	Vision and roadmap, discovery, prioritisation, user stories and PRDs, agile delivery, acceptance testing, usage and adoption tracking
Domains	B2B SaaS, billing and payments, regulated industries, internal tools and back-office, operations software for small businesses
Design & UX edge	User research, Jobs-to-Be-Done, journey maps and service blueprints, prototyping, UI, design systems, workshops, systems thinking
AI	Claude, Claude Code, Lovable, NotebookLM; prototyping and automation, AI assistant shipped to production
Tools	Figma, Jira, Confluence, GitHub

Education	Other
BA Graphic & Media Design London College of Communication, London	• Systems thinking studies, including an analysis of eutrophication in the Gulf of Mexico (see agathetrouette.com). • Founder of Parallel, trail running retreats in France. • Volunteer at AGAP, a peasant farming association in Gironde.
Erasmus exchange, Design Thinking Royal Danish School of Design, Copenhagen	
Bachelor's degree in Design École Bleue, Paris	
Further training Sustainable Food: Production & Processing (University of Cambridge) · Permaculture Design Certificate and Life Cycle Assessment (Sydney)	