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Esmeralda Hysenaj

TECHNICAL PROGRAM & PRODUCT MANAGER

P PROFILE

Technical Program & Product Manager with a hands-on engineering background, experienced in shaping product strategy, prioritizing features based on user and business needs, driving delivery across distributed teams, and bridging the gap between product vision and technical execution. At Ritech International AG, I took on significant product responsibilities for our clients — helping define the roadmap where no PM existed, contributing to feature trade-off decisions, and collaborating with designers on UI/UX. I bring a user-first mindset and deep technical fluency to every product decision.

S CORE SKILLS

Product Strategy Program Management Feature Prioritization Roadmap Ownership Release Governance User Research Stakeholder Management Agile / Scrum UI/UX Collaboration Trade-off Decisions AI-Augmented Delivery Software Architecture C# / .NET Core Cross-functional Leadership Problem Solving Communication Emotional Intelligence

W EXPERIENCE

Technical Program Manager · Ritech International AG

10/2025 – Present
Tirana, Albania · Hybrid

- Helping shape product direction for Corpay / PayByPhone across parking, fintech, and payments — working with business stakeholders, internal teams, and end users to prioritize the features that deliver the most client value, including automation, bulk operations, and AI-powered workflows that cut manual effort.
- Stepped in to cover much of the product work for the PayByPhone Backoffice rewrite when no official PM existed and no requirements were defined — ran in-depth discovery with sales and operations teams, reverse-engineered the existing backoffice, and helped shape documented requirements, designs, and the roadmap from scratch.
- Partnering with client leadership and internal executives to align the product roadmap with business goals — coordinating planning cadence, release governance, and delivery across a 20-person distributed team in 4 countries.
- Using AI to accelerate product work — built and hosted a live project dashboard for stakeholder visibility, and manage Jira and Confluence through AI-powered MCP integrations.

Technical Project Manager · Ritech International AG

05/2024 – 09/2025
Tirana, Albania · Hybrid

- Helped prioritize features for initial releases, focusing on customer needs first to ensure early deliveries matched real user requirements.
- Was delegated product decision-making authority by CVP's PM for mobile app features — including prioritization, resolving developer queries requiring PM judgement, and aligning technical feasibility with user needs.
- Led CVP vehicle-related payments expansion, coordinating overlapping workstreams and aligning technical and business stakeholders across an evolving roadmap.
- Established structured delivery governance — demos, planning cadence, and release readiness — across parking, fintech, payments, and reporting initiatives.

Regional Engineering Manager, EMEA · TP (formerly Teleperformance)

05/2022 – 05/2024
Tirana, Albania

- Defined product objectives, key results and roadmaps for 12 products delivered end-to-end, with 10 still in production — balancing user needs, business priorities, and technical constraints.

- Led prioritization, estimations, and scope decisions across the product portfolio.
- Drove the development of 3 globalized applications adopted company-wide — from initial concept through to production rollout.
- Recruited and on-boarded 15 team members, building the engineering capability needed to support the product roadmap.

Software Engineering Team Lead · TP

05/2020 – 05/2022
Tirana, Albania · Hybrid

- Managed and facilitated various software development projects, overseeing Application Support, Testing, Business Analysis and DevOps activities.
- Organized 8 team-building events in 3 years to promote collaboration and a positive work environment.
- Interviewed, recruited and successfully on-boarded new team members.

Software Developer · TP

04/2018 – 05/2020
Tirana, Albania

- Planned, developed and tested software solutions including desktop and web apps, Web APIs, software services and jobs.
- Designed and implemented an internal high-security Password Manager web application that became a globalized tool affecting more than 80,000 employees, using C#, .NET Core, MSSQL, JavaScript and Bootstrap.
- Designed and built a desktop app and a Windows service integrating with 7 distinct systems for real-time data exchange using C#, .NET Core, WPF, MSSQL, Azure Functions, Azure Service Bus.
- Designed and built a backend solution that automated Microsoft Teams licensing, increasing security, reducing human error, and reducing IT costs by 10%. Tech stack: C#, .NET Core, MSSQL, UiPath.

Full-stack Developer, Freelance · Upwork Inc.

10/2017 – 11/2019
Tirana, Albania

- Worked on web applications and microservices for e-travel and hospitality industries, collaborating effectively with remote teams; received 5-star ratings from all clients.
- Demonstrated strong ability to work independently, delivering projects on time and within budget.

E EDUCATION

Bachelor, Electronics Engineering

Polytechnic University of Tirana

2014 – 2017 · Tirana, Albania

I INTERNSHIP

Software Development Intern

Green Leaf BSC

05/2017 – 12/2017

Developed an Air Monitoring IoT system, gaining experience in system integration and software development.

C CERTIFICATES

Product Academy Fundamentals

McKinsey Academy · 07/2022 – 09/2022

PixieBrix Professional Certificate

08/2023 – Present

Presentation & Communication Skills

Ritech International AG · 04/2025 – 05/2025

A AWARD

Rising Star of the Year — 2021

Teleperformance Women Award, EMEA

Prestigious recognition for women who began their career within the last 5 years and demonstrated exceptional potential for future success within the organization.

L LANGUAGES

Albanian

Native / Bilingual

English

Full Professional

Italian

Limited Working

Spanish

Elementary

I INTERESTS

Leadership

Machine Learning

CrossFit

Baking

Dancing

Community Building

Mentoring