

Francesco Recupero

+39 345 041 1752 | me@francescorecupero.com | yourproductbuddy.com
Trieste, Italy | Languages: English (fluent), Italian (native) | EU citizen

AI Product Leader with 10+ years in product management (6 in leadership) across insurtech, fintech, and healthcare. I build and ship AI systems, from strategy through hands-on implementation, in regulated industries. At AutoConnexa, I built and shipped an LLM-based customer service agent handling 8,000+ chats/month that cut human-handled volume by 50%. Previously doubled revenue at a healthcare SaaS scale-up. Engineering degree, NLP research background, and deep fluency in modern AI stacks (LLMs, RAG, agentic orchestration).

EXPERIENCE

Head of AI → Head of Digital Products

[AutoConnexa \(Connexa Instech S.R.L.\)](#) | Remote, Italy | Insurance MGA | March 2025 – Present

AutoConnexa is a 12-person insurance MGA. Joined as Head of AI to build the company's AI capability from zero; now expanding to own the full digital product suite (mobile app, web, WhatsApp, digital channels).

Key Achievements

- **Scoped, architected, and shipped SofIA**, an LLM-based customer service agent handling ~600 tickets and 8,000+ chats per month, reducing human-handled volume by 50% and cutting support costs accordingly.
- Authored the company's AI strategy, defining use cases, build-vs-buy decisions, and a phased rollout across customer service, underwriting support, and internal operations.
- Built the full stack as a one-person team: LLM orchestration via n8n, RAG with pgvector, Chatwoot integration, Jira ticketing; demonstrating end-to-end technical ownership uncommon in product leadership roles.
- Now leading expansion into all digital customer channels, transitioning from sole AI builder to product leader across the company's digital surface area.

AI Product Strategist (Independent)

[Various Clients](#) | Remote | AI & Product Strategy | September 2024 – February 2025

Short consulting engagement bridging a career transition. Worked with companies in GRC and digital health on AI product strategy and feature delivery.

Key Achievements

- Scoped an AI-assisted due diligence product concept for **Diligent** (GRC market leader), defining the product spec and stakeholder alignment in a regulated context.
- Helped **Diabtrend** ship new AI-powered features for their diabetes management platform, improving diagnostic accuracy and patient support workflows.

Senior Product Manager

[Log My Care](#) | London (Remote) | Healthcare SaaS, B2B | August 2022 – August 2024

Led product strategy and execution for a healthcare SaaS platform serving care providers across the UK. Reported to the CEO; managed a growing product and design team.

Key Achievements

- **Doubled revenue (2x) and grew users by 80%** in 18 months by defining and executing a focused product strategy aligned with multiple stakeholders.
- Led the 0→1 development and launch of a rostering product—from initial scoping and market validation through design and implementation—opening a new revenue stream in workforce management.
- Scaled the product team from 4 to 14, designing the team structure and hiring across product management, design, and research functions during a startup-to-scaleup transition.
- Shipped 5 major features in 18 months, including care planning workflows and reporting dashboards that directly improved customer retention.

Head of Product (Co-founder)

[Pine](#) | Budapest | Digital Product Studio | April 2019 – July 2022

Co-founded and grew a digital product studio to 12 people, helping European startups go from idea to market. Exited after 3 years.

Key Achievements

- Built and led a 12-person multidisciplinary team (researchers, UX/UI designers, developers) and delivered 20+ products across fintech, health, and mobility.
- **Led a 12-month engagement with Medicus AI**, redesigning their core health insights platform and scoping a new AI diagnostic tool, a flagship client relationship that anchored the studio's healthtech practice.
- Managed the full client lifecycle: discovery workshops, product strategy, roadmap definition, delivery oversight, and post-launch iteration.

Product Strategist

[Supercharge](#) | Budapest | Digital Agency | December 2016 – April 2019

- Defined product strategy and led UX design for clients across banking (OTP Bank—including AR-powered innovation prototypes), marketing, utilities, telco, travel, and consumer electronics.
- Led and mentored junior designers; wrote functional specifications and managed the design-to-development handover process.

Service Designer

[Telenor](#) | Budapest | Telco | September 2015 – November 2016

- Designed omnichannel service experiences for Telenor Hungary, bridging UX research with telco technical capabilities across web, app, and retail touchpoints.

Service Designer

[British Telecom](#) | Budapest | Telco / Enterprise | December 2013 – August 2015

- Designed bespoke service solutions for major enterprise bids, integrating MPLS, internet access, and satellite technologies. Conducted SLA risk assessments—an early grounding in the risk-driven thinking central to insurance and fintech.

NOTABLE CLIENTS & PROJECTS

McKinsey (knowledge management tools) • **OTP Bank** (P2P payments, AR innovation) • **Ferratum Bank** (investment products) • **Moneytou** (P2P payments) • **Medicus AI** (AI health insights) • **Diabtrend** (diabetes management, AI diagnostics) • **Diligent** (GRC, AI due diligence)

TECHNICAL ENVIRONMENT

AI & Data: LLMs (OpenAI, Anthropic Claude), RAG (pgvector), agentic orchestration (n8n), prompt engineering, evaluation frameworks

Infrastructure: Docker, Postgres, Linux, self-hosted environments, API design

Product & Ops: Jira, Chatwoot, Notion, Figma, SQL, YAML/JSON, OKR frameworks

EDUCATION

B.Sc. Management Engineering (IT) — University of Pisa

Thesis: Built an NLP system for automated IPR traceability in text—algorithm design and implementation.

ITIL® Foundation (2015) | **WolfPack Leadership & Management Training** ([wolfpak.ai](#) - 2024)