Manager - Product Management - Merchant Solutions

OPEN TO CANDIDATES IN NORTH AMERICA, LATIN AMERICA, AND EUROPE

The Manager, Product Management, Merchant Solutions, will play a pivotal role in building and scaling our next-generation payment platform capabilities for the travel and airline industry. This role will support the definition and execution of product requirements, collaborate with cross-functional teams, and help ensure the successful delivery of complex payment solutions that support global merchants. The position requires a combination of technical depth, product expertise, and a strong understanding of the business of payments. This full-time remote position may be located in North America, Latin America, or Europe and reports directly to the Managing Director, Product Management, Merchant Solutions.

Key Responsibilities

- Collaborate with leadership in shaping the product roadmap, and support requirement gathering, backlog definition, and feature delivery.
- Translate business needs into detailed product requirements, including sequence diagrams, flow diagrams, and swim lane diagrams.
- Work closely with system architects, developers, QA testers, DevOps, and business analysts to deliver scalable and resilient payment solutions.
- Contribute to defining and monitoring non-functional requirements (performance, availability, resilience, security) critical for cloud-based systems.
- Engage with external partners (PSPs, acquirers, fraud and tokenization providers, FX services, etc.) to ensure successful API integrations and efficient payment flows.
- Support the design and delivery of core payment platform capabilities that improve efficiency, scalability, and reliability.
- Stay on top of payment industry trends, including emerging technologies and evolving payment methods, to align product evolution with customer and market needs.
- Collaborate with commercial, compliance, and operations teams to ensure product development supports business objectives.
- Contribute to business cases, requirement documents, and executive-level presentations to support stakeholder alignment.
- Provide input and support for the go-to-market strategy for new features and maintain feedback loops with customers.

Qualifications

- Bachelor's degree in technical field (e.g., Computer Science, Engineering, Information Systems) or equivalent professional experience.
- 5+ years of experience in product management, ideally with direct involvement in building payment systems.
- Deep knowledge of payment flows (e.g., credit cards, account-to-account payments, real-time payments, BNPL, refunds, voids, reversals, settlement).
- Strong technical expertise, with proven experience working with APIs, cloud-native architectures, and non-

functional requirements for high-scale systems.

- Proficiency in creating detailed requirement documentation, including process flows, sequence diagrams, and technical specifications.
- Proven track record of working effectively with cross-functional technical teams (architects, developers, QA, DevOps).
- Strong business acumen in payments; experience with payment orchestration platforms or multi-PSP environments is highly desirable.
- Experience in airline or travel industry payments is a strong plus.
- Excellent communication skills with the ability to bridge technical and business discussions.
- Fluency in English (written and verbal) required; additional languages are a plus.
- Must reside in North America, Latin America, or Europe and be authorized to work in the country of residence without visa sponsorship.
- Ability and willingness to travel up to 15% internationally and to work flexible hours to support global teams.

This job posting is intended to describe the general nature and level of work to be performed by the individual assigned to this position; it is not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Staff may be required to perform duties outside of their normal responsibilities as needed.

For consideration, please submit your resume here.