

Michael Ledwith

Delivery Manager · Enterprise Retail & eCommerce Delivery

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PROFILE

Delivery leader with 12+ years owning end-to-end delivery of enterprise SaaS, retail technology and digital platforms — from scoping, budgets and roadmaps through cross-functional execution to client sign-off. Scaled an AI computer-vision deployment from a 5-store pilot to 1,600+ retail stores three months ahead of schedule, ran recurring KPI-tied business reviews for global consumer brands, and managed the CMS platforms underpinning brand-loyalty and web-to-print commerce products. A trusted primary liaison for senior and C-suite stakeholders who owns the client relationship end to end. Hands-on and AI-forward: I design and ship my own consumer web products solo on modern stacks (Supabase, Stripe, PWA), and thrive in fast-moving, autonomous, low-bureaucracy teams.

CORE STRENGTHS

Enterprise delivery & programme management (concept → go-live) · Client relationship & C-suite stakeholder ownership · Retail & eCommerce technology; CMS platform management · Budget, resource, risk & dependency control · Agile delivery (Scrum / Kanban) · Product ownership: roadmaps, requirements, user stories · Cross-functional leadership across engineering, design & QA · Modern web/product build (Supabase, Stripe, PWA)

PROFESSIONAL EXPERIENCE

AgrosMilk (Lactalis) — Senior Delivery Lead Feb 2026 – Present

Cork, Ireland

- Own delivery of cross-functional business programmes end to end — accountable for scope, timelines, budgets, dependencies and stakeholder reporting.
- Introduced structured recovery and financial-tracking frameworks for at-risk programmes, restoring predictable delivery and clear budget visibility for senior stakeholders.
- Act as the primary point of coordination between internal delivery teams and senior business stakeholders.

Laya Healthcare — Senior Project Manager Oct 2024 – Feb 2026

Ireland

- Led end-to-end delivery of regulated, multi-stakeholder programmes, managing plans, timelines, dependencies, risks and governance reporting.
- Partnered with senior stakeholders to align delivery with business objectives and chaired governance and steering reviews.

Everseen — Retail AI / Computer-Vision SaaS Oct 2019 – Sep 2024

Cork, Ireland · Service Delivery Director → R&D AI Product Manager → SaaS Implementation Programme Manager → AI Product Manager

- Scaled the flagship computer-vision retail deployment from a 5-store pilot to 1,600+ stores, delivering three months ahead of schedule.
- Owned enterprise client relationships through implementation and post-go-live — trusted advisor to retail leadership, coordinating engineering, product and delivery teams as the single client-facing point of accountability.
- Ran multi-workstream delivery across scope, timelines, budgets, dependencies and risks, with regular governance and status reporting to internal and client stakeholders.
- As Product Manager, defined roadmaps, requirements and priorities for AI-driven retail products in collaboration with clients and engineering.
- Travelled regularly across Europe (Romania, Bosnia, Germany and others) to lead delivery with distributed teams and clients.

Snipp Interactive — Director of Project Management & Product Manager Jan 2016 – Oct 2019

Progressed from Senior Project Manager

- Delivered brand-loyalty and promotional platforms for global consumer brands, including the Starbucks loyalty programme.
- Managed the CMS underpinning the brand-loyalty product — configuring campaigns, content and integrations to ensure reliable, on-brand delivery across client programmes.
- Ran recurring, KPI-tied client business reviews, owning senior client relationships and translating outcomes into roadmap priorities.

- Led cross-functional delivery across product, engineering and client teams; progressed from Senior PM to Director of Project Management.

ECAT Group — Project Manager Jul 2013 – Dec 2015

- Managed delivery of client projects and technical solutions, coordinating requirements, timelines, budgets and stakeholder communications.

Tweak.com — CMS & Client Support Manager Aug 2010 – Jul 2013

Web-to-print / creative-automation SaaS

- Managed the CMS platform behind Tweak's web-to-print product — content, templates and client configurations — supporting reliable delivery to business clients.
- Led the customer support team delivering platform support to business customers.
- Supported the international product launch with WAZ Media in Germany.

Fexco 2009 – Aug 2010

- Early-career role in financial services operations.

INDEPENDENT VENTURES

PawWarning & Irish Beach Saunas — Founder & Builder 2025 – Present

pawwarning.com · saunasinireland.com

- Design, build and ship consumer web products end to end — product, UX, full-stack (Supabase, Stripe, PWA) and go-to-market — solo and AI-assisted.
- Demonstrates hands-on modern-stack delivery, live commerce/billing integration (Stripe) and a ship-fast, autonomous operating style.

EDUCATION & CERTIFICATIONS

- B.A. History & Politics (Level 8) — University College Cork — 2009
- Diploma in Project Management
- Agile Software Development Methodologies
- AI for Technology Leaders