David Caulfield

Product Manager, Telecom AI · Autonomous networks, rApps and AI adoption · Building AI products that operators use

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SUMMARY

Product manager who turns engineering and AI work into products that sell. 10 years across software development, product ownership, technical leadership and product management.

EXPERIENCE

Product Manager

Jan 2026 to present

Zinkworks · Athlone, Ireland

Own product strategy and go-to-market for Zinkworks' telecom AI portfolio as the company moves from services to products.

- **Portfolio**: Own product strategy and go-to-market for 4 telecom AI products, covering roadmap, packaging and positioning with operators and partners.
- **Energy Saver**: Took an AI energy optimisation rApp from hypothesis to proven algorithm in 4 months, including the reference implementation and validation criteria for networks of 150,000 cells.
- **rApp Studio**: Lead product definition, packaging and positioning for a platform that cuts rApp build time from months to days.
- **Autonomous Networks Orchestrator**: Defined v1 of a new product line built from existing client work, now used as the basis for operator bids.
- **Presales**: Shaped 60+ product and presales initiatives with tier 1 operators, vendors and partners across Europe and Asia-Pacific, and led product demos at 4 international industry events.
- **AI tooling**: Built an AI prototyping platform and a central demo hub that give sales one place to show every product live.

Learning & Development Manager

Sep 2022 to Mar 2026

Zinkworks · Athlone, Ireland

- **New revenue**: Co-built a 7-person innovation function that turned spare engineering capacity into €8M in new business at 16x ROI (case study).
- **Discovery and root cause**: Analysed defects across 8 teams (about 60 engineers) and built a prevention system that cut recurring defects by 90% and protected €15M in at-risk revenue (case study).
- **Process design**: Designed a delivery lifecycle from presales to deployment that prevents €1M a year in delivery failures across 100+ engineers (case study).
- **AI adoption**: Launched AI programmes that trained over 50 engineers (25% of the company) in LLM application development with Gemini and RAG, moved 3 into AI delivery roles, and upskilled 40 developers in production-grade Python with AI.
- **Built tools**: Designed and built a cost estimation plugin for bids that improved estimate accuracy by 5% and halved estimation risk.

Tech Lead

Feb 2021 to Sep 2022

Zinkworks · Athlone, Ireland

- **Architecture & Design**: Led team discussions on software architecture, design, and integration decisions.

- **Change Management**: Introduced a new change management process across 15 teams, significantly reducing upgrade-related bugs.

Scrum Master
Sep 2019 to Feb 2021

Zinkworks · Athlone, Ireland

- **Project Management**: Successfully managed mission-critical feature delivery within expected timeframes, repeatedly meeting client and business needs.
- **Backlog Refinement**: Partnered with the Product Owner to design and manage the backlog, leading frequent refinement workshops.

Product Owner
Aug 2018 to Sep 2019

Zinkworks · Athlone, Ireland

- **Product Backlog**: Managed the backlog of 2 teams, ensuring prioritization and clarity of work.
- **Alignment to Vision**: Ensured all user stories aligned with the long-term product vision.
- **Collaboration with PMs**: Worked closely with product managers in defining and scoping product requirements.

Software Developer
Mar 2018 to Aug 2018

Zinkworks · Athlone, Ireland

- **Infrastructure Automation**: Automated OpenStack environments using Ansible, streamlining deployment and configuration.

Full Stack Developer
Nov 2016 to Mar 2018

Venture Valuation AG · Virginia, Co. Cavan

PHP full stack developer for HelloPartnering, a partnering system that connects companies and delegates at life science conferences.

- **HelloPartnering**: Took HelloPartnering from proof of concept to customer release.
- **Stakeholders**: Planned the product backlog daily with the main office in Switzerland and made decisions based on stakeholder requirements.
- **Performance**: Increased database performance by 30% by refactoring database methods.

SKILLS

- **Product**: AI product strategy, product discovery, productising services work, business case development, value cases and proof of value, presales, cross-functional delivery
- **Technical**: Telecom AI (rApps, autonomous networks), LLM applications (Gemini, RAG), Python, Java, PHP, JavaScript, SQL, Ansible

EDUCATION

Associate Diploma in Organisational Learning and Development
2022 to 2023

CIPD

Higher Diploma in Software Programming
2015 to 2016

Maynooth University · First Class Honours

BA Mathematical Studies and Music
2012 to 2015

Maynooth University · First Class Honours · Entrance Scholarship

Certifications

Professional Scrum Master II (Scrum.org, 2022) · Oracle Certified Java Programmer