

CAN KOHEN

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SUMMARY

Product Manager with 3+ years of experience spanning product management, analytics, and project leadership, with deep expertise in **payments and operational efficiency**. Proven track record of leading distributed cross-functional teams, delivering measurable impact including **\$1M+ in monthly revenue recovery** and **\$10M in annual cost savings**. Skilled at owning product roadmaps, driving domain-level strategy, aligning stakeholders, and delivering scalable, user-centric solutions. EU citizen with strong technical fluency (SQL, Python, product analytics) and a passion for building resilient, impactful platforms.

PROFESSIONAL EXPERIENCE

Getir

Istanbul, Turkey

Product Manager II

Aug 2025 - Present

- Own the end-to-end payments domain across 5 verticals (grocery, food, ride-hailing, car rental, water), leading two cross-functional squads (10 engineers) to scale and optimize Getir's in-house payment gateway processing millions of transactions per month.
- Designed and launched POS Retry and PSP Fallback mechanisms, recovering ~\$1M in monthly revenue and mitigating ~\$250K in downtime losses by ensuring resilience against provider outages.
- Reduced payment error rates from 3% to 1% through improved error classification, monitoring, and automated recovery, significantly enhancing reliability and customer trust.
- Built and rolled out an internal Payment Support Panel, reducing support resolution time from 20 minutes to under 3 minutes (75% improvement) by empowering operations with self-serve UI tools.
- Standardized PSP integration frameworks, cutting time-to-market for new providers from several months to weeks, increasing scalability and resilience.

Getir

Istanbul, Turkey

Product Manager I

Apr 2024 - Aug 2025

- Drove the roadmap for Getir's payments platform, ensuring high availability and compliance across platforms.
- Shaped product strategy for payment error management, identifying key failure points and prioritizing fixes that improved checkout reliability.
- Collaborated with Fraud and Finance teams to ensure compliance with PCI DSS requirements while maintaining customer experience.
- Initiated discovery for new payment methods and wallets, expanding customer choice and improving conversion in international markets.

Getir

Istanbul, Turkey

Product Transformation & Project Manager II

May 2023 - Apr 2024

- Spearheaded the transformation of the product organization to an OKR-led framework, improving strategic alignment and execution across all product teams.
- Partnered with the CPO to refine product vision and discovery practices, leveraging advanced analytics and market research for prioritization and market fit.
- Managed a multimillion-dollar Salesforce CRM integration, coordinating internal product teams and external consultants to improve service capabilities and customer engagement.

EDUCATION

Northeastern University

Bachelor's, Computer Science & Cognitive Psychology

ADDITIONAL

Skills: Product Management, Agile, Business Strategy, JIRA, Confluence, Tableau, Mixpanel, Data Analysis, Data Science, Business Analytics, Python, Product Design, SQL, Figma, Miro, Reporting, Dashboards

Nationality: Greek (authorized to work in EU), Turkish