

Yann Burden

Technology Executive. Exited Founder and Operator.

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    Working rights: Australia, UK, EU, Canada

HIGHLIGHTS

- Founded and scaled Billcap (multi-tenant SaaS for energy utilities) as CEO through to exit at 8x investor return.
- Hired as CPTO at Pendula, led engineering, product and AI organisation through international expansion and acquisition by Smart Communications.
- Drove \$5M incremental ARR by reorienting platform delivery toward enterprise clients.
- Built Pendula's London operation from scratch with GM mandate: market entry, hiring, first UK client.
- Built and operated customer engagement platforms across 5 energy retailers and 250,000+ end users, each with distinct regulatory and operational requirements.
- A decade advising CIOs and boards on technology strategy, IT organisation design and large-scale outsourcing across Australia, UK and Europe (Accenture, PwC, Unilog).
- Venture Partner at Black Nova VC, coaching growth-stage portfolio founders on AI strategy, architecture decisions, and build discipline.
- Industry advisory board member at the University of Melbourne (2015-2024), bridging technology industry practice with academic curriculum.

FOCUS

Energy and Utilities

Scale-Up SaaS

AI Strategy

International Expansion

Platform Operations

EXPERIENCE

Black Nova Venture Capital | Feb 2026 -

Venture Partner, AI Advisory (Part-time)

- Advising early-stage portfolio companies on AI strategy, product development and go-to-market, with a focus on B2B SaaS.

Pendula | 2021 - 2025

Chief Product and Technology Officer

- Hired as CPTO. Led engineering and product teams through Series A and international expansion.
- Unlocked additional \$5M ARR by leading enterprise product focus.
- Set up London offices as part of international growth strategy post Series A, signed first UK deal.
- Led strategy and AI initiatives through to sale to Smart Communications.

DC Power Co | 2018 - 2021

Chief Customer and Technology Officer

- Founding executive team of Australia's first crowd-funded renewable energy retailer.
- Delivered strategic NPS of +51 in first year of operation.
- Developed in-house customer engagement product reducing churn by over 25%.
- Set up digital sales channel delivering market-leading conversion rates for battery storage.

Billcap | 2011 - 2018

CEO and Co-founder

- Co-founded and led company delivering customer engagement SaaS platform to energy retailers and distributors.
- Grew client base to 5 energy companies and over 250,000 users.
- Led sale of company to strategic investor delivering 8x return to investors.
- Hands-on technical contributor: prototyped and iterated ML models in R for outlier detection and demand prediction.
- Established pioneering research partnership with University of Melbourne; ran randomised field experiments across 8,000 households, generating three peer-reviewed publications in top economics journals.

Energy Return | 2009 - 2011

Founder and Managing Director

- Energy efficiency consulting for local government.

Cool Nrg | 2007 - 2009

General Manager — France

- Nation-wide residential energy efficiency and carbon abatement programs for energy retailers.

Accenture (UK) | 2005 - 2007

Technology Strategy Manager

- CIO advisory, IT organisation design, telco strategy.

Unilog (France) | 2004

Technology Strategy Consultant (contract)

- Technology strategy consulting with energy retail focus.

PwC Consulting | 1999 - 2002

SAP Consultant

- SAP consulting across multiple client engagements.

ADVISORY AND BOARDS

University of Sydney
Industry Advisory Board Member, School of
Computer Science
Jun 2026 -

EDUCATION

University of Melbourne
Bachelor of Science (Information Systems)
1998

University of Melbourne
Honorary Industry Fellow, School of Computing
and Information Systems
2015 - 2024

Bendigo Bank Community Bank (North Fitzroy)
Non-Executive Director
2010 - 2017

RESEARCH COLLABORATIONS

Tell Me Something I Don't Already Know:
Informedness and the Impact of Information
Programs
Review of Economics and Statistics (2018) – Byrne,
La Nauze, Martin

An Experimental Study of Monthly Electricity
Demand (In)elasticity
The Energy Journal (2021) – Byrne, La Nauze,
Martin

Power from the People: Rooftop Solar and a
Downward-Sloping Supply of Electricity
Journal of Political Economy (2019) – La Nauze

TECHNICAL

- **Hands-on with current AI tooling.** Day-to-day agentic development in Claude Code and Cursor — spec-driven, TDD-aware. Python, TypeScript, SQL. My current side project (a solar panel performance assessment app) is built end-to-end on this loop.
- **I design and ship agent systems.** Multi-agent orchestration over enterprise data, with cost and quality instrumented from day one. CrewAI, Anthropic SDK, AWS Bedrock, Langfuse. Led Pendula's AI-powered analytics layer — so non-engineers could query data directly instead of waiting on the data team.
- **Production AI, not demos.** Intent classification, next-best-action scoring, conversational agents with RAG and tool use. The substrate behind Pendula's \$5M ARR uplift.
- **Cloud, data, ops.** AWS, GCP, Postgres, event streaming, MLOps. Senior enough to architect, hands-on enough to spot issues myself.

PRESS AND MEDIA

SmartCompany
Eight Aussie startups that raised \$149 million this week
2023 – Featured in coverage of Pendula's \$14.5M raise.

Tech Trajectory Podcast (DiUS)
Leading with Customer Clarity in a Changing World
2025 – In conversation with Kavita Karwar on AI adoption, product strategy, and how customer clarity separates sustainable growth from hype.