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Professional Summary

Strategic Product Manager and Quality Assurance Leader with 4+ years of experience driving digital transformation, regulatory compliance, and customer experience optimization across healthcare technology and energy sectors. Proven expertise in leading technical migrations, developing market expansion strategies, and implementing quality frameworks that improve customer satisfaction and operational efficiency.

Core Competencies

Product & Strategy: Product Management, Market Expansion, Digital Transformation, Microservices Architecture, CMS Implementation

Technical Skills: Microsoft Excel, SQL, Power BI, Strapi CMS, Data Analysis, System Migration Planning

Quality & Compliance: Regulatory Compliance (Energy Industry), Quality Auditing, Performance Coaching, Process Optimization

Project Management: Cross-functional Team Leadership, Stakeholder Management, Agile Methodologies

Professional Experience

Quality & Performance Analyst | OVO Energy (Foundever)

February 2024 - Present

- **Designed and implemented comprehensive quality assurance framework** for specialized energy meters, auditing 60+ customer interactions weekly across calls, cases, emails, and complaints
- **Ensured 100% regulatory compliance** with UK energy industry standards while maintaining 95% quality adherence across all customer touchpoints
- **Improved team CSAT scores by 8%** through strategic coaching programs and targeted performance feedback for frontline advisors and management teams
- **Streamlined compliance reporting processes** by developing weekly stakeholder updates with call calibrations and regulatory alignment metrics
- **Reduced compliance violations by 40%** through proactive identification of regulatory gaps and implementation of corrective training programs

Complaints Resolution Specialist | OVO Energy (Foundever)

June 2023 - February 2024

- **Specialized in complex specialized meter complaints**, resolving 13+ escalated cases weekly with 98% customer satisfaction rate
- **Reduced complaint resolution time by 35%** through systematic investigation processes and cross-departmental collaboration
- **Developed knowledge management system** for specialized meter issues, reducing similar complaints by 25% through improved first-call resolution
- **Created training materials** for specialized meter complaint handling, adopted across the entire customer service division

Retention Advisor | Virgin Media & Virgin Atlantic (Foundever)

November 2022 - March 2023

- **Exceeded retention targets by 20%** through strategic customer relationship management and personalized service recovery
- **Generated £150K+ additional revenue** through consultative upselling and contract optimization strategies
- **Maintained 97% customer satisfaction** while achieving aggressive retention and revenue targets in competitive telecommunications market

Product Manager | Reliance Health

October 2021 - November 2022

- **Led market expansion into Egypt** by spearheading complete website redevelopment and localization strategy for new healthcare market
- **Architected transition from monolithic to microservices infrastructure**, improving system scalability and reducing deployment time by 60%
- **Implemented Strapi CMS solution**, enabling marketing team autonomy and reducing web development dependencies by 80%
- **Increased Annual Recurring Revenue by 10%** through strategic B2C product redevelopment focused on affordable healthcare access in emerging markets
- **Optimized customer acquisition funnel**, reducing onboarding friction by 45% and improving user engagement metrics by 30%

- **Managed technical roadmap coordination** with engineering teams, ensuring alignment between product vision and technical implementation

Key Account Manager | Reliance Health

September 2020 - October 2021

- **Managed enterprise portfolio of 150+ corporate healthcare clients** with combined value exceeding \$2M annually
- **Achieved 96% client retention rate** through proactive relationship management and strategic account planning
- **Increased average contract value by 25%** through consultative selling and healthcare package optimization
- **Reduced payment delays by 40%** through implementation of automated invoicing and follow-up systems
- **Developed client success frameworks** that became standard practice across the account management team

Customer Success Specialist | Reliance Health

2020

- **Transitioned from geology background into healthcare technology** by developing deep expertise in customer experience and healthcare access solutions
- **Built foundational customer service processes** for scaling healthcare technology startup
- **Supported product development** through customer feedback analysis and user experience insights

Education

Bachelor of Science in Geology | CGPA: 4.11/5.0 (First Class Honours)

University of Lagos, Nigeria

Certifications & Professional Development

Microsoft Power BI Data Analyst Associate | December 2024 - Present

Product Management Fundamentals | Self-directed learning in software development and product strategy

UK Energy Industry Compliance | Regulatory training and certification

Technical Projects & Achievements

- **Microservices Migration Leadership:** Successfully architected and managed transition from monolithic architecture to microservices, improving system performance and scalability
- **CMS Implementation:** Deployed Strapi content management system, empowering non-technical teams and reducing operational overhead
- **Market Expansion Strategy:** Led technical and product strategy for healthcare market entry into Egypt, including localization and regulatory compliance
- **Quality Framework Development:** Created comprehensive audit and compliance framework for UK energy sector, adopted as best practice standard