OLUWAFUNMILOLA MARY JOSEPH

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PRODUCT MANAGER | SCRUM MASTER | AGILE ADVOCATE

PROFESSIONAL SUMMARY

Results driven Prodect Manager and Certified Scrum Master with 5 years of experience leading Agile teams in IT and software development products. Adept at facilitating Agile transformations, coordinating cross-functional teams, and delivering high-impact digital solutions. Strong expertise in product planning, risk management, stakeholder engagement, and Agile coaching to drive efficiency and business success.

CORE COMPETENCIES & SOFT SKILLS

product Management: Agile product Management & Scrum Facilitation, Stakeholder & Client Engagement, Risk & Issue Management, IT product Execution & Delivery, Refinement, Business Process Optimization, Software Development Life Cycle (SDLC), Sprint Planning & Retrospectives, User Story Creation & Backlog Refinement

Technical Skills: Scrum, Kanban, SAFe, Waterfall, JIRA, Confluence, Figma, Miro, Google Analytics, OpenAI, Notion, Slack, MixPanel, Trello, Microsoft product, Monday.com

Soft Skills: Stakeholder Management, Cross-functional Team Leadership, Problem-solving, Strategic Thinking, and Servant Leadership

Misc Skills: API Integrations, Payment Systems, Banking Solutions, and Data Migration, Software Application products, Core Network Refresh, and DWH Infrastructure.

EDUCATION

- NACETEM | Post Graduate Diploma (PGD): Technology Management | **March 2022 - May 2023**
- National Open University of Nigeria | Bachelor of Arts (BA): English Language | **July 2013 - Oct 2017**

PROFESSIONAL CERTIFICATIONS

- SAFe® Certified Scrum Master - Scrum Alliance | **Nov 2023**
- Google product Management: Professional Certificate - Coursera | **Aug 2023**
- Scrum Master Certification Specialization - Coursera | **Aug 2023**
- 10X Product Manager Certificate - Product Dive | **Dec 2021**
- Certified Product Manager (CPM) - AIPMM | **Nov 2021**
- Building Digital Products - Product School | **May 2020**
- Human Resource Generalist – TalentMine Refinery | **Aug 2019**
- The Fundamental of Digital Marketing - Google Digital Skills for Africa | **Oct 2018**

PROFESSIONAL EXPERIENCE

Teesas Edtech | **Jan 2024 - Till Date**
- Position: **Senior Scrum Master**.

Key Responsibilities
- Led Agile ceremonies for 2 scrum teams in 2 timezones simultaneously, including Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives.
- Identified and removed impediments affecting team productivity, ensuring on-time product delivery.
- Coached Agile teams in Scrum principles and best practices, driving continuous improvement.
- Facilitated collaboration between Product Owners, Developers, and QA Engineers to enhance efficiency.

PasspointGo | **Aug 2023 - Till Date**
- Position: **Lead Product Manager**.

Key Responsibilities
- Provide product management and product leadership for Passpoint on all products managed by the engineering team..
- Responsible for product planning, product delivery and product life cycle management of passpoint products managed by the consultant.
- Produce and create specific product documentation for passpoint products as required and as may be applicable including but not limited to: User Journey Maps, Requirement documentation
- Provide leadership, and manage Passpoint resources to deliver and manage the product release within agreed timelines.
- Defined and executed product strategy, working closely with cross-functional teams.
- Managed product roadmaps and sprint planning, ensuring timely feature delivery.
- Developed comprehensive product documentation including requirement documents and user stories.

Spektra - owners of Dashapp, Lagos State, Nigeria | **Aug 2022 - July 2023**
- Position: **Product Manager**

Key Responsibilities
- Own the product development process in Spektra Inc owners of dash-app in collaboration with the product & engineering teams.
- Work with the dev team to determine solutions to address user needs (end-user requirements, vendor requirements, and admin requirements.
- Create product specifications based on user requirements and brand vision.
- Own product discovery, product planning, feature prioritization, and requirements gathering.
- Identify and highlight product metrics ways, solutions, and experiments to grow them.
- Work with the product design team to brainstorm design ideas from sketches/wireframes to high-fidelity mockups and prototypes using collaborative tools e.g Figma.
- Own, improve, and maintain product-related documents such as PRDs, User Flows, Customer Journeys, Competitor Analysis, Product Market Research, and Go-To-Market Launch Documents.

Spektra - owners of Dashapp, Lagos State, Nigeria | **Aug 2022 - July 2023**
- Position: **Senior Scrum Master**.

Key Responsibilities
- Lead the agile transformation across the organisation, promoting the adoption of agile methodologies, principles, and values.
- Act as a change agent to influence a culture of continuous improvement, innovation, and organisation.
- Serve as the Scrum Master for one or more agile teams, facilitating all agile ceremonies (Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives) effectively.
- Coach and mentor team members, Product Owners, and stakeholders on agile best practices to ensure successful product delivery.
- Remove impediments and blockers that hinder team progress, enabling them to meet their commitments.
- Led Agile transformation efforts across the organization, promoting Scrum adoption.
- Facilitated sprint planning, backlog grooming, and retrospective sessions.
- Coached development teams and stakeholders on Agile best practices, reducing product cycle times.
- Defined Agile metrics to track product performance and efficiency.
- Communicate product status, progress, and potential risks to stakeholders and senior management.
- Define and track agile metrics to monitor team performance, product progress, and customer satisfaction.

- Present regular reports and insights to management on team performance and progress towards goals.
- Provide guidance and support to scrum of scrums, fostering their growth and development in the role.
- Collaborate with the Junior Scrum Masters to ensure a cohesive and efficient approach to agile practices.

NextHandle Ecommerce (Contract), Lagos State, Nigeria   **| Feb 2022 - Sept 2022**
- Position: **Product Manager**.

Key Responsibilities
- Develop, own and maintain Epics & Users stories within the product backlog, plan and coordinate sprints to make sire every team is clear on the OKRs for each sprint.
- Defined Epics & User Stories, planned and coordinated sprints for Agile teams.
- Worked closely with UI/UX teams to improve user experience and product usability.
- Work with the product design team to brainstorm design ideas from sketches/wirefrmes to high fidelity mockups and prototypes using collaborative tools e.g Figma.
- Own, improve and maintain product related documents such as PRDs, USer Flows, Customer Journeys, Competitor Analysis, Product Strategy and Go-To-Market Launch Documents.

Japtini Logistics (Contract), Lagos State, Nigeria   **| August 2021 - Jan 2022**
- Position: **Product Manager**.

Key Responsibilities
- Developed all product related documents such as product Plans, PRDs, USer Flows, Customer Journeys, Competitor Analysis, Product Strategy and Go-To-Market Launch Documents.
- Led the development of logistics platform features, ensuring seamless user experience.
- Conducted backlog refinement and sprint prioritization for Agile teams.
- Owned product discovery, product planning, feature prioritization and requirements gathering.
- Identified and highlight product metrics ways, solutions and experiments to grow them.
- Worked with the product design team to brainstorm design ideas from sketches/wirefrmes to high fidelity mockups and prototypes using collaborative tools e.g Figma.

KWIK, Lagos State, Nigeria   **| Aug 2019 - July 2022**
- Position: **Senior Product Manager**

Key Responsibilities
- Work with the product and product team to build quality products and manage existing products in the company. This includes but not limited to coordination with all stakeholders to achieve the product vision, gather and write product requirements documents, epics, user stories and prioritize features.
- Work with the product team to ensure agility and all scrum rituals are adhered to such as backlog grooming, sprint planning, sprint retros, and sprint reviews.
- Constant communication with product stakeholders such as senior management, cross functional teams and the engineering team to build and ship quality products fast to end users.
- Create product structure for stakeholders including timelines, product plans, tasks, team responsibilities and status reportings.
- Develop user scenarios, test cases, and checklists for all units, functional and non-regression testings on all products and products in the company.
- Analyse and investigate the root cause of all customers technical queries, liaise with the product team to solve the problems for the end users.
- Quality assure all features lined up to be deployed to the end users. Supervise production pushes, and conduct sanity testings on all company's applications.

- Ensure all features meets business objectives, agreed definition of done by product stakeholders and solve users problems.

-------------------------------------- **ACHIEVEMENTS** ---

- Worked with the product team to launch 3 flagship products in the company which boost business revenue by 85% in the tune of $100k in GMV.
- Supervised code refactoring sessions to ensure 100% success rate which helped mitigate and resolved instability issues thereby saving company an additional $10k in expenses.

- Successfully coached multiple teams in Agile adoption, reducing product delivery timelines by 30%.
- Implemented streamlined Agile workflows, increasing team efficiency by 25%.
- Managed multiple teams across product, engineering, and business functions, delivering scalable software solutions.
- Set and automated all QA processes with 100% efficiency.
- Supervised over 300 feature requests and bug fixes on company's applications, with 90% success rates on production pushes and sanity testing.
- Detected, escalated and mitigated instabilities on all business applications, thereby avoiding business risks and saving company over $10k monthly.
- Automated data exports for all corporate customers thereby increasing customer's relationships and trust to the business which in turn increased revenue by 30%.

PRODUCTS AND PROJECTS

- KwikBites | Kwik Delivery CCOD (Service Product) | K-Fleet | Kwik Store | Kwik Shelf | Kwik API (Shopify, Prestashop, WooCommerce, Magento, UniCommerce & Server) | NextHandle Marketplace | Japtini Logistics | getdropper | Spen Merchant Application | PasspointGO | DashApp

- ComplyAdvantage Integration (Customer Screening and Transaction Montioring), Customer Rewards Program, DashCards Integration and Issuance (Physical and Virtual), NIBSS Integration (BVN verification), DashPass product (Know Your Customer), Sasapay Integration | Udara Core Banking Setup, Integration and Customer Migration | IMTO Setup and Integrations | Plaid (Identity verification) Integration

- Agile Transitioning Plan, Agile Coaching, Leadership and Agile Artifacts

PRODUCT & AGILE TOOLS

- MS&Google Forms | MS Teams, Zoom & Google Meet | Slack | Jira & Trello | Miro | Google Analytics | Whimsical | Figma | Microsoft & Google Suites | Discord | Notion | Confluence | OpenAI | SharePoint&LucidChart

REFERENCES

- Available on Request.