

Nneoma Njoku

Product Manager

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SUMMARY

Diverse product person with 2 years of experience shaping product development and orchestrating project plans. My journey has been driven by a commitment to creating meaningful user experiences and impactful products. I thrive crafting detailed PRDs, defining strategic roadmaps, and collaborating with cross-functional teams to turn ideas into solutions that resonate with users and achieve organizational goals. I believe in the power of teamwork and innovation to drive growth and make a difference.

SKILLS

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|--------------------------|-------------------------------|-----------------------|
| • Market Research | • MVP | • Documentation |
| • Agile Methodology | • Data-Driven Decision Making | • HTML/CSS |
| • Roadmap Planning | • Customer Feedback Analysis | • JavaScript |
| • Stakeholder Management | • Project Management | • Prioritization |
| • Risk Management | • User Manuals | • Conflict Resolution |
| • Backlog Management | | |

EXPERIENCE

Passpoint, Nigeria

August 2023 - Present

Freelance Product Manager - Research | Wireframe | Product Road Mapping | Documentation

- Authored comprehensive Product Requirement Documents (PRDs), leading to a 45% reduction in development ambiguities and faster feature rollouts.
- Created, maintained, and updated product roadmaps, aligning with strategic goals and enhancing cross-functional team alignment by 35%.
- Performed in-depth feature research and generated detailed reports, facilitating informed decision-making and driving a 40% increase in key feature utilization.
- Streamlined project management by generating and delegating 200+ Jira tickets, achieving a 25% improvement in task resolution time and enhancing team productivity by 20%.
- Developed detailed product specifications and wireframes, contributing to a 30% reduction in development time and a 15% decrease in rework rates.
- Conducted rigorous functional testing, identifying and resolving critical bugs pre-launch, which led to a 40% reduction in post-release defects.

SystemSpecs Technology Services Limited, Nigeria

November 2023 - Present

Product Manager - Product Lifecycle Management | Project Management | Cross-functional Collaboration | Technical Documentation

- Led a multi-disciplinary 13-person team to design, develop, and launch a fintech solution; prioritized and resolved 45+ new features and bug fixes.
- Prepared detailed Product Requirement Documents (PRDs), Business Requirements Documents (BRDs), and pitch decks, resulting in a 45% reduction in development ambiguities, accelerated feature rollouts, and increased partner conversions.
- Introduced issue and project management tools to streamline team and stakeholder communication, and increase feature delivery by 37%.
- created detailed project plans that optimized time and resource management, resulting in a 10% improvement in deliverable quality and timeliness.

- Reduced sign-up drop-offs from 65% to 15%, increased user engagement by 40%, and boosted content generation by 15%, through a combination of user interviews and A/B-testing-driven product flow optimization.
- Spearheaded a major pricing restructure by negotiating an increase in commission and maintaining partner patronage yielding a 30% increase in profit.
- Coded a resource library using HTML, CSS, and JavaScript, and authored 8 fintech blogs to enhance content and value.
- Collaborated with stakeholders to prioritize features, leading to a 35% increase in customer satisfaction and a 20% boost in overall product engagement.
- A/B testing launch that led to the discovery oversight that the improvement led to increased customer satisfaction.
- Drafted a user manual for dynamic forms, enabling partners to create custom fields on the platform, achieving a 90% success rate and boosting partner satisfaction.
- Crafted FAQs and chatbot content to enhance user education and customer support, resulting in a 60% reduction in support inquiries.

EDUCATION

Bachelor of Science in Education B.Sc. (ED) In Education/Political Science University of Nigeria Nsukka.

OTHER

- **Certification & Training:**
 - Product Management Fundamentals and Discovery.
 - Product Management: Go to Market Strategy.
 - Understanding Technology by Harvard University.
 - IBM Product Management (In View).
 - Technical Writing (In View).
- **Tools:**
 - Jira.
 - Trello.
 - Slack.
 - Microsoft Teams.
 - Microsoft Office Suite,
 - Google Workspace
 - Figma.
 - Balsamiq.
 - GitHub.

VOLUNTEERING

- Contributed to the purchase and distribution of food items to orphanages in Lagos State as part of a community development outreach program.
- Assisted in a health outreach initiative, providing medications to underprivileged individuals in Eti-Osa I Local Government.