

NNEOMA NJOKU

PRODUCT MANAGER

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PROFESSIONAL SUMMARY

Product Manager with 2+ years of experience driving end-to-end product development and optimization. Led cross-functional teams of 5–15 across technology, business, and design to deliver scalable, user-focused solutions.

SKILLS AND TOOLS

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|---------------------------------|--------------------------------|---------------------------|--------------------|
| • Product Lifecycle Management | • Roadmap & Backlog Management | • Stakeholder Engagement | • Jira |
| • AI-Driven Product Development | • Customer Feedback Analysis | • Compliance & Regulation | • Figma |
| • Agile Methodologies | • User Research | • Project Management | • Microsoft Office |
| • Data Analytics | • Design Thinking | • Technical Writing | • Postman |

PROFESSIONAL EXPERIENCE

- Tango Brook Technologies Limited**
Product Manager

May 2025 – Present

 - Revamped end-to-end card management flow (activation, tracking, funding, restriction, blocking, withdrawal, assignment), reducing support tickets by 25% and cutting activation time by 50%.
 - Launched mobile app (Play Store & App Store) and corporate web platform, achieving 800+ downloads in 6 weeks and boosting KYC pass rates by 90%.
 - Redesigned KYB and onboarding process, reducing corporate sign-up time to minutes and improving approval success rates by 95%.
 - Expanded internal admin dashboard to 9+ modules, cutting manual operations time by 60% and reducing dispute resolution time by 35%.
- SystemSpecs Technology Services Limited**
Product Manager/Owner (Nov 2023 – May 2025)
Junior Product Manager (Jan 2023 – Nov 2023)

Nov 2023 – May 2025

 - Led the development and launch of MoniCenta, achieving 95% user conversion within the first month and 1,000+ verified signups.
 - Conducted deep dives into user insights and analytics from 200+ users, translating into a 46% improvement in feature output.
 - Initiated and led a project to develop a data recapture solution for Nigeria’s pension industry, designed to support over 13 million users’ post-launch.
 - Conducted competitor research and user discovery that shaped 3+ early-stage product features, reducing ambiguity in roadmap planning.
- Passpoint**
Product Manager.

Aug 2023 – Jan 2025

 - Drove 0–1 product development and launch with a remote, cross-continental team, realigned product-market fit and shipped in 2 months.
 - Integrated feedback loops from users and data analytics to prioritize features that improved user retention by 22%.
 - Defined and documented product specs that cut ambiguity by 35%, streamlining engineering workflow and reducing rework.
 - Supported QA and testing efforts, reducing post-release defects from 15% to <2%.

EDUCATION

University of Nigeria | Bachelor of Science in Education: Education & Political Science | **2016 - 2021**

PROFESSIONAL CERTIFICATIONS

- Data Analytics (In View) - ALX | **In View**
 - IBM Product Management – Coursera | **Aug 2024**
 - Understanding Technology – Harvard University | **Aug 2022**
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