JUDE O. FRANK

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PROFESSIONAL SUMMARY

Dynamic and results-driven Product Owner with over 5 years of experience across product management, data analysis, operational risk analysis, business analysis, product research, stakeholder collaboration, agile methodologies, and market research. Known for delivering successful products that drive business growth and meet strategic objectives.

With a strong technology background and proven expertise in leading cross-functional teams, I excel at managing product development lifecycles, translating customer needs into innovative solutions, and defining clear product roadmaps. I am eager to embrace new challenges where I can leverage my skills to drive product strategy and contribute to organizational success.

SKILLS

Technical Skills:
- SQL
- Microsoft Excel
- Power BI
- API Knowledge & Integration
- Quality Assurance
- Agile and Scrum Methodologies
- Product Roadmap & Strategy
- Technical writing and documentation
- Software Development Life Cycle (SDLC) understanding

Soft Skills:
- Effective Communication
- Analytical Thinking
- Cross-functional collaboration
- Attention to Detail
- Problem Solving
- Leadership and Stakeholder Management
- Design Thinking

CERTIFICATIONS AND TRAINING

- Design Thinking Fundamentals, Design Thinkers Academy
- Data Privacy and Protection Awareness, First Academy
- Computational Thinking for Problem Solving, University of Pennsylvania
- Productivity Tips: Finding your Productivity Mindset, LinkedIn
- Google-Africa Scholarship Front End Course (Web), Andela Learning Community
- Alumni, The Yemi Faseun Academy, Cohort 3, 2023

EDUCATION

- MSc. Computer Science – University of Lagos, 2016 – 2017
- BSc. Computer Science – Nnamdi Azikiwe University, 2009 – 2013

PROFESSIONAL EXPERIENCE

Product Owner

Digital Innovation Lab, First Bank of Nigeria, Lagos

January 2022 – Present

- Led the development of the LIT Mobile App, First Bank's flagship mobile application, managing a team of 9 developers and testers, ensuring timely delivery. The app has processed over ₦500 billion in value.
- Directed the creation of the LIT Admin Portal, an administrative dashboard for managing user complaints, leading to an 85% improvement in issue resolution efficiency.
- Deployed the eKYC service, a digital identity validation solution, reducing customer onboarding time by 40%.
- Revamped the bank's Internet Banking platform, collaborating with a cross-functional team to design a sleek, user-friendly interface. While not yet released to customers, it has gained wide internal adoption and praise internally for its innovation and usability.
- Launched the Digital Account Opening solution, significantly boosting customer acquisition.

Additional Responsibilities (Ad-Hoc Role): Operational Risk Analyst

- Analyzed and visualized operational risk incident data, reducing unresolved issues by 85%.
- Implemented risk mitigation strategies across the Digital Innovation Lab, minimizing potential operational losses.

- Conducted root cause analysis of incidents, providing actionable recommendations that improved operational resilience.

Team Lead, Data Analysis and Management
Slum2School Africa
February 2023 – March 2024
- Designed training programs on data analysis tools and techniques, enhancing team efficiency.
- Promoted a collaborative team environment, fostering innovation and knowledge sharing.

Facilitator, Data Analysis
Skillup-Lagos, Dominion City Church, Lagos.
October 2023 – November 2023
- Delivered hands-on training in data analysis techniques, tools, and industry best practices to aspiring professionals.
- Guided students through practical projects, achieving a 95% course completion rate with positive feedback.

Data Analyst
Centre for Digital Humanities, University of Lagos
April 2021 – January 2022
- Analyzed datasets on Federal Government research projects examining social media's impact on elections.
- Synthesized and visualized data for informed research conclusions, contributing to national policy discussions.

SQL Instructor
GrappleSpace, Lagos.
July 2021 – Oct 2021
- Developed and delivered a comprehensive SQL curriculum, engaging students through live and recorded sessions.
- Evaluated students' progress, with 90% demonstrating improved skills post-training.

Graduate Research Analyst
Machine Intelligence Research Group (MIRG),
University of Lagos.
January 2016 – March 2017
- Conducted research on optimization techniques for industrial challenges, contributing to published findings.
- Synthesized data and literature to inform decision-making on MIRG projects.

Data Entry Specialist and Analyst
Krosa Model Schools, Awka, Anambra State.
January 2008 – August 2009
- Managed data entry and analysis tasks with accuracy, ensuring operational efficiency.
- Developed a teacher performance assessment matrix, enabling targeted professional development initiatives.

VOLUNTEER EXPERIENCE
Slum2School Africa.
2019 – Present
Supported initiatives to provide educational opportunities to underserved communities.

Servicom Community Development Service
National Youth Service Corps (NYSC), Lafia,
Nigeria.
2014 – 2015
Participated in community service projects focused on improving public service delivery.

REFEREES
`Available on request.