

## Oluchi Nwabuwa

07534588111 | [oluchinwabuwa@gmail.com](mailto:oluchinwabuwa@gmail.com) | [LinkedIn](#)

### SUMMARY

Product-focused professional with over three years of experience supporting digital products, internal tools, contact-centre workflows and people programmes. Skilled in discovery, requirements gathering, backlog management and coordinating work across engineering, design, data and operations teams. Strong communicator with a practical, organised and data-informed approach to problem solving. Experienced supporting delivery cycles in regulated and operational environments, improving user and agent experiences, and helping teams deliver outcomes efficiently.

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### AREAS OF EXPERTISE

- Product strategy
- Agile delivery and Scrum
- User research
- Backlog prioritisation
- Journey mapping
- Feature definition and acceptance criteria
- Stakeholder management
- Process improvement
- OKRs and KPI tracking
- Wireframing and prototyping
- Customer and colleague experience optimisation
- Data analysis
- Change management
- Tools: JIRA, Confluence, Figma, Miro, Trello, Slack, MS Teams

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### EXPERIENCE

#### SkinSense | Product Manager

London, UK | Nov 2025 – Present

- Led end-to-end development of a wellness app, SkinSense, concept using discovery and agile delivery practices.
- Conducted interviews and surveys to gather user requirements and translated insights into documented features, workflows and PRDs.
- Designed workflows and low-fidelity wireframes to support discussions with design and engineering.
- Coordinated with engineering and design contributors to clarify requirements, monitor progress and ensure releases met expectations.
- Prioritised features using value and effort criteria to support trade-offs and delivery planning.
- Produced clear documentation that improved alignment and predictability across contributors.

### **Gartner | UK Project Lead, BEN**

London, UK | Oct 2024 – Dec 2025

- Collected stakeholder inputs to define needs, refine requirements and plan improvements for an internal programme.
- Managed a prioritised list of work items, supporting sequencing of work based on value, deadlines and operational constraints.
- Partnered with sales, marketing, operations, design and data teams to coordinate resources and support delivery.
- Helped launch MVP programme assets and internal tools that improved user engagement by 75% and increased member base from 0 to 80+ in 6 months
- Produced recurring insights and reporting for senior stakeholders to support decision-making and iterative improvements.

### **Gartner | Sales Development Programme Manager**

London | Jan 2023 – Dec 2025

- Led cross-functional partnership with Sales and Business Development teams across multiple regions to define success metrics, identify pipeline bottlenecks, and iterate on engagement strategies, driving 65% improvement in conversion rates
- Designed and executed data-driven incentive campaigns and workflow optimizations for 10+ team members, leveraging performance analytics to increase productivity by 20% and reduce ramp time by 4 weeks
- Conducted continuous user research through 1:1 sessions with associates and sellers to identify friction points in outreach processes, then prototyped and implemented solutions that brought in deals over over \$1million in a short period of time.
- Developed multi-channel outreach strategy balancing short-term pipeline goals with long-term relationship building, prioritizing initiatives across competing demands to maximize business impact
- Translated organizational objectives into actionable execution plans while acting as voice of the team to senior leadership, advocating for resource allocation and process improvements to graduation rates by 10%

### **Gartner | Senior Account Management Specialist**

London, UK | Sept 2022 – Dec 2023

- Captured client requirements and aligned them with platform functionality during onboarding.
- Delivered platform walkthroughs and collected usability feedback to inform account strategies.
- Produced adoption and engagement reports for senior stakeholders to support retention and renewal decisions.

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## **EDUCATION**

University of Surrey, UK| BSc Business Management & Entrepreneurship | First Class Honours

- **Awards:** Valedictorian · Black Academic Achievement Award · Brian Allison Prize · Best overall mark (Entrepreneurship) · Surrey's Top Achievers Award