

## **Oluchi Nwabuwa**

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### **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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### **EXPERIENCE**

#### **SkinSense | Product Manager**

London, UK | Nov 2025 – Present

- Led end-to-end development of a wellness app, Skin Sense, 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 (Product-like Programme)**

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 25%.
- 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

- Gathered requirements from trainers and operational, learning and development teams to improve onboarding tools, contributing to a 10% increase in graduation rates.
- Created repeatable onboarding processes and documentation that improved consistency and quality.
- Managed a cohort of 10 associates, using behavioural insights to guide programme adjustments and improve performance.
- Coordinated with cross-functional teams to enhance internal tools and delivery systems, supporting more than \$600K in new business for Gartner's Technology Sales expansion.

## **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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## **SKILLS**

### **Product & Delivery Exposure**

- Discovery and user research · Requirements gathering · Backlog management · Prioritisation · User stories and acceptance criteria · Workflow design · Documentation (PRDs, specs, processes) · Iterative delivery · Stakeholder management · Cross-functional collaboration · Operational change management

### **Analytical & Problem-Solving**

- Data-informed decision making · Root cause analysis · Customer insights synthesis · Experimentation and hypothesis testing

### **Tools & Technical**

- Jira · Confluence · Trello · Notion · Figma · Miro · Salesforce · Google Analytics · SDLC awareness · Microsoft and Google Workspace · Lovable

### **Communication & Leadership**

- Clear written communication · Facilitating cross-functional meetings · Presenting insights to senior stakeholders · Aligning teams on priorities and requirements

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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