

# Louise Nunga, CSM/CSPO

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## Summary

Certified Scrum Master and Product Owner, Analytical professional with exceptional organization and troubleshooting skills, proven ability to streamline and enhance operations with experience in Health and Beauty (marketplace App), Online Food retail and Business Development industries with expertise in project management and computer software. Collaborative leader able to transform multiple teams to Agile within scaled environments while providing value to key stakeholders.

- 7+ years of professional experience with 7+ years of consumer facing software product management experience and 3+ years of Scrum Master in Agile Experience
- Experience working in Agile Methodology including Scrum and SAFe
- Experience working on AWS, Android, iOS, Windows or other mobile software/applications
- Proven track record of taking ownership and successfully delivering results in a fast-paced, dynamic environment
- Experience leading cross-functional teams to deliver products and projects on tight deadlines
- Experience coordinating complex product development cycles and software development schedules
- Broad technical breadth and depth including familiarity with mobile technology, web services and back-end application infrastructure

### *Core Strengths:*

Servant Leadership ▪ Global Business Management ▪ Full Project Lifecycle ▪ Cost Control  
Budget / Scope / Delivery ▪ Scrum ▪ SAFe/Kanban ▪ Supply chain  
Business Process Improvement ▪ Consulting / Contract Work ▪ Negotiation ▪ Tracking / Reporting  
Cross-Functional Team Leadership ▪ Product Development ▪ Executive Collaboration ▪ Agile Coaching

## *Experience*

### *Agile Product Owner/Business development executive*

*September 2022- Present*

Omni Coffee and Eggs Brand - Atlanta, GA

*Omni Coffee & Eggs has embarked on a journey to bring the top 10 specialty coffees from around the world to you in the most royal and regal fashion by serving their products through multiple channels.*

- Develop a solid knowledge of the existing systems and business processes
- Work with Product Managers / Business owners to understand the business drivers and strategy
- Conduct requirements analysis/design, needs assessments and cost benefit analysis
- Work effectively with the team to decompose complex feature sets into a set of priority stories for delivery
- Document requirements / user stories
- Work with UI / UX / Development to develop, validate and refine concepts with end Users
- Ensure requirements are clear, unambiguous, prioritized, demonstrable and testable.
- Work with marketing, sales, and service on the development of product positioning, demo design, training courses, sales collateral
- Work with our US Product Management team and international based Product Delivery Managers to break down features into a product backlog
- Make prioritization decisions and guide teams on what work to pull in next
- Align strategy and roadmap with cross vertical product areas
- Work closely with various team members, across sponsors, stakeholders, and customers
- Taking the overall solution strategy and roadmap to provide tactical day to day focus and direction of the development and architectural teams for your respective areas

- Definition and ownership of all functional, non-functional and program requirements ensuring appropriate prioritization against business objectives
- Approval of all acceptance criteria whilst following behavioral driven development techniques
- Responsible for assuring quality and commercial readiness
- Support of the creation of the training, service and support collateral
- Defining the vision for a product feature through consultation with customers, and external and internal collaborators
- Organizing external and internal showcases of the work at relevant points
- Excellent people influencing skills
- Accountable for the delivered functionality and user experience
- Representing the stakeholders on a day-to-day basis to the Team
- Work to remove impediments from current sprints
- Facilitate daily scrum meetings
- Ensure effective communication among stakeholders involved in the project or feature release
- Overseeing the execution and delivery of cross functional projects
- Facilitate project kick off meetings with key stakeholders to ensure a clear understanding of scope, project team, roles and communication plan
- Lead, participate, and support the various Agile based SDLC and scrum activities
- Coordinates and facilitates end of sprint demonstrations other sprint closure processes
- Facilitates sprint retrospectives with team to ensure continuous improvement & removal of blockers
- Guide the team and organization on how to use Agile/Scrum practices/principles
- Manage team development
- Oversee Scrum processes, coach the organization, lead us into a better Agile methodology
- Lead daily scrum, sprint review and sprint planning meetings
- Manage interdependencies between Agile teams.
- Participate in Scrum of Scrums forum and assist the team with SAFe practices

***Certified Scrum Master (CSM) /Scrum Product Owner Consultant***

***February 2017 to Present***

Mobile Beauty Digital Marketplace - Atlanta, GA

*Mobile Beauty is one of the premier marketplace for independent beauty professionals to grow their businesses and where clients can quickly discover and book their services.*

- Serve as Scrum Master for 1-2 scrum teams
- Serve as Proxy product owner for legacy applications to include database, and web development grooming and maintaining the product backlog
- Implemented Agile techniques: User Stories, Continuous Integration, Continuous Testing, Pairing, Automated Testing, Agile Games
- Ensures the Team is fully functional and productive, shielding them from external interfaces.
- Provides a servant leadership style; role models situations and behaviors for their teams to include:
- Removing barriers and impediments that are preventing the team from completing work.
- Captures metrics to monitor Team and project health (Burn-Down Chart, velocity, etc.)
- Mentoring Team members and promotes Agile thinking, ensures adherence to the process.
- Performs the following Agile practices and processes to ensure the integrity of the Agile framework: Facilitates estimation activities (story points, Planning Poker)
- Maintains the backlog and physical Scrum (task) board in partnership with the Team and Product Owner

- Captures and track impediments, risks and dependencies until resolution; Updates team's improvement backlog with commitments from the Retrospective
- Completes and shares the team's Commitment report and End of Sprint Report based on the Demo and Product Owner acceptance.
- Applied Business Objective/Business Value//Epics/User Stories/Tasks.
  - Monitor team progress
  - Lead stand-ups, retrospectives and sprint planning sessions - to include task estimation, roadblock removal
  - Conduct resource planning and scheduling
- Facilitated committed sprint deliverables
- Identified dependencies on other teams and coordinate when needed

***Product Development/Business Product Owner***

***April 2014 to May 2017***

Aunties Ifoods - Atlanta, GA

*Leading brand for packaged afro-cuisine products which provide online and retail food services.*

- Review and remove roadblocks to ensure timelines and deliverables are on target
- Draft system process flows
- Analyze business and technical processes to formulate and develop new and modified business information processing systems such as middleware/EDI to facilitate supply chain.
- Represent the business unit to define requirements and business cases for the technology developments.
- Coordinate with business and technology teams ascertaining system requirements, such as program functions, output requirements, input data acquisition, and execution of user's acceptance and may coordinate testing, and system techniques and controls.
- Gain a thorough understanding of customer needs, both existing and potential, and use the knowledge to help deliver product features that provide customers with an unparalleled shopping experience.
- Ensure tasks are being completed in a timely manner (aligned with sprints)
- Use JIRA to track status updates and create status reports
- Create Epics/Stories/Tasks/User Stories in JIRA
  - Monitor team progress using multiple metrics
  - Lead stand-ups, retrospectives and sprint planning sessions – to include task estimation, roadblock removal
  - Conduct resource planning and scheduling
- Lead the development of the consumer-focused product strategy and vision supported by the internal and external analysis
- Define creative, high quality, simple product roadmaps based on team strategy and vision
- Develop detailed, crisp business requirements and user stories that can be used to create product specifications and architecture for each product and application
- Manage prioritization and trade-offs among customer experience, performance and operational support load
- Create buy-in for the product vision both internally and with key external partners
- Work closely with engineering teams and program management to deliver products to market
- Drive product launches including working with public relations team, executives, and other product management team members
- Proactively identify and resolve strategic issues that may impair the team's ability to meet strategic, financial, and technical goals
- Conduct/Facilitate team cross training sessions

*Managed over 10 clients (automations, product, sales, support) towards the successful launch or improvement of a new and existing company to drive ROI and re-engineer product roadmaps, generating a 50% increase in annual revenue*

- Collaborated with Owner to create a valuable product that is competitive with a friendly UX
- Influenced clients and vendors to establish constant feedback every step of the product development process
- Educated clients to self-discovery and self-improvement that will establish and benefit a start-up business culture
- Encouraged business owners to identify any blockers in business branding, marketing strategies and culture
- Educated business Owner to stay within budget by reducing cost by 60% without losing value to customers
- Facilitate an accountability mindset to stay transparent and committed to the goals and remove any distractions
- Prepared business owners to understand and be receptive to constant change while still maintaining the company's value
- Drives continuous improvement by evaluating existing processes and determining solutions that align with business strategic goals.
- Direct experience assessing organizational needs, establishing processes, and promoting a continuous improvement mindset across the organization.
- Worked with a distributed team of Agile Coaches to instill Agile practices and mindsets.
- Engaged leadership in helping to resolve organizational impediments to progress.
- Developed and executed transformation strategy.
- Assessed current state of Agile maturity and formulated plans for improvement based on data
- Organized quarterly Program Increment (PI) Planning events for teams distributed across two continents.
- Improved engagement and adoption of change by mentoring Product Owners
- Improved reliability, cycle time, and quality of work within three months of engaging with teams.
- Collaborated with Chief Product Owner (CPO) to establish an initial Product Roadmap.
- Worked with CPO and other stakeholders in Release Planning.
- Worked with stakeholders to define key metrics supporting transparency and continuous improvement.

## **CERTIFICATIONS**

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### **Certified Scrum Master (CSM) – Scrum Alliance**

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Certified Product Owner (CSPO) - Continuous  
Government Procurement Certificate – GPI  
Epic Software certificate - continuous

## **Education:**

Bachelor of Science at University of West Georgia, 2013  
- Leadership: International Club President  
- Awards: Miss Cameroon Pageant winner

**Publication:**

Nunga, Louise Just start it: Activating your God-gifted Business, Anointed Fire Publisher, 2018

