

YOUR NAME

Address

+234*****

email@gmail.com

[Linkedin URL](#)

WORK EXPERIENCE:

COMPANY 1

Product Manager

Oct 2023 - Present

- Led the implementation of a Wallet feature, reducing funding failures by 70% and enhancing money movement.
- Enhanced Savings and Credit features, boosting product usage and increasing customer acquisition and retention by 40%.
- Optimized user onboarding with Mixpanel integration, reducing drop-offs by 10% and improving overall user experience.

COMPANY 2

Product Manager

Jan 2023 - Oct 2023

- Led the team that developed payment features, achieving a 20% revenue improvement
- Facilitated revenue-improving 3rd party integrations increasing commissions by 7%
- Partnered closely with engineering, design, and data science teams to drive product vision and strategy aligned with business goals
- Utilized user research and data analysis to identify opportunities for product improvements and enhancements, leading to 10 new feature improvement

COMPANY 3

Product Operations Analyst

Sept, 2021 - Jan, 2023

- Contributed to the growth of customer base from 1 million to about 5 million users by analyzing customer pain points to improve product development and reduce support tickets by 20%.
- Led successful launches and change management of 20+ new features.
- Maintained documentation for the onboarding of new team members improving team efficiency.
- Ensured user satisfaction through responsive product support and awarded best tech support staff.

EDUCATION

School

Degree (CGPA)

November, 2019

SKILLS:

Technical Skills: Complete Product Lifecycle | Product strategy and roadmap development | Market and customer analysis | Agile methodology | Data Analysis | UX research & design

Soft skills: Leadership Skills | Cross-functional collaboration | Communication Skills | Innovation & Problem-Solving Skills | Customer Empathy | Analytical Skills | Market Insights and User Analytics.

Tools: Notion | Mixpanel | G Suite Apps | Firebase | Visual Studio | Jira | Figma | Zoho App | Postman | [Draw.io](#)

PROFESSIONAL COURSES:

- Software Product Management Specialization (**University of Alberta**)
- Becoming a Product Manager (**Udemy**)
- Introduction to Programming (basics of programming through HTML, CSS, Python, and JavaScript) (**Udacity**)
- Excel (Data Visualization and Analytics) (**Pluralsight**)
- Customer Service Specialist (**Linkedin Learning**)