

MARY OSASERE OWIE

Product Operations & Delivery Professional

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PROFESSIONAL SUMMARY

Delivery-focused Product Operations and Delivery Professional with 5+ years of end-to-end product experience spanning payments ownership, digital product management, and UX-led product design in fintech and digital product companies. Consistent track record of shipping products on time and with measurable business impact — including a 40% improvement in delivery efficiency, 20% reduction in cycle times, and a product launch that delivered 25% market awareness growth. Experienced delivering remotely for a UK-based company from Lagos, Nigeria. Strong Agile practitioner with deep cross-functional coordination skills. Ready for global remote roles immediately.

CORE COMPETENCIES

Product Operations: Workflow Design · Process Optimisation · Operational Playbooks · Release Coordination · Product Documentation

Agile & Delivery: Scrum · Sprint Planning · Backlog Management · Retrospectives · Agile Ceremonies · Cross-functional Delivery

Product Management: Road mapping · Go-to-Market · A/B Testing · User Research · Stakeholder Management · OKRs · Data Analysis

Payments & Technical: Payment Systems · API Integrations · AWS Cloud · UX/UI Design · WordPress Development · LLM/AI Tools

Tools: Jira · Confluence · Trello · ClickUp · Figma · Notion · Slack · Google Analytics · Excel · Pendo.io · WordPress

DELIVERY TRACK RECORD

- 40% improvement in project delivery efficiency — achieved by overhauling the Agile delivery model at Bimbi Philips, introducing sprint ceremonies, backlog hygiene, and cross-team coordination processes.
- 20% faster delivery cycles — reduced through structured sprint planning, clear Definition of Done, and regular retrospectives that kept engineering, design, and QA consistently aligned.
- 25% increase in market awareness — delivered through operationally tight product launch coordination, owning the go-to-market execution from planning through measurement.
- First payment API integration at Bimbi Philips — coordinated end-to-end as Payments Product Owner, boosting transaction acceptance rates and directly expanding revenue streams.
- Promoted from Payments Product Owner to Digital Product Manager within 18 months — recognising consistent delivery ownership and growing cross-functional leadership.
- Delivered two client websites and founded a digital product business during the 2024–2026 career break — maintaining live product delivery skills throughout.

PROFESSIONAL EXPERIENCE

Product Manager — Digital

Payments Product Owner

December 2022 – December 2024

July 2021 – December 2022

Bimbi Philips Limited · Essex, United Kingdom · Remote [↑ Promoted](#)

- Promoted from Payments Product Owner to Digital Product Manager within 18 months, reflecting consistent delivery and growing scope of ownership across the product portfolio.
- Owned delivery coordination across two digital product lines — managing sprint cycles, release planning, dependency tracking, and stakeholder communication from Lagos for a UK-based team.

- Improved delivery cycle time by 20% and project delivery efficiency by 40% through systematic Agile implementation, reducing blockers and improving first-pass feature quality.
- Led a product launch that drove 25% growth in market awareness — coordinating go-to-market execution, internal readiness, and post-launch performance tracking.
- Maintained clear delivery visibility for senior stakeholders through structured weekly status updates, risk registers, and decision logs — reducing reactive escalations significantly.
- Ran regular A/B testing and user research cycles, turning insights into clearly scoped delivery items that improved user engagement without creating scope creep.
- As Payments Product Owner: I owned the end-to-end payments product backlog, leading the company's first payment API integration from discovery through go-live — directly increasing transaction acceptance rates and expanding revenue streams.
- Defined and maintained the payments product roadmap, managing stakeholder expectations across engineering, operations, and finance while delivering against quarterly milestones.
- Improved project delivery efficiency by 40% through structured Agile implementation — introducing sprint ceremonies, clear Definition of Done, and delivery tracking dashboards.

Product Designer

2020 – July 2021

Kiakia Print · Nigeria

- Redesigned the core product interface following a structured user research phase — improving navigation flows, personalisation features, and visual consistency across digital touchpoints.
- Produced detailed product specifications and high-fidelity prototypes that reduced engineering handoff friction and ensured brand-aligned, consistent delivery.
- Facilitated stakeholder design workshops to align product vision with business goals before entering build cycles, reducing late-stage changes and rework.

CAREER BREAK — MATERNITY LEAVE & ACTIVE DEVELOPMENT

Founder & Product Creator

January 2024 – May 2026

Self-employed — Digital Product Venture · Lagos, Nigeria

- Founded a digital product creation and sales business — designing, building, and marketing digital products end-to-end, applying full product lifecycle skills in a commercially live environment.
- Delivered the UNYDP Nigeria programme website from brief to launch — managing scope, content architecture, and technical delivery as sole product owner.
- Built and launched a fully functional art gallery website — overseeing UX design, WordPress development, and client handover.
- Maintained professional development throughout: completed Management Skills Certification Course (Now with AI!), Technical Product Management and The AI engineer course 2026 (in view) on Udemy

EDUCATION & PROFESSIONAL DEVELOPMENT

B.Sc. Microbiology

University of Benin, Nigeria

Certifications: Product Management Nanodegree · Udacity · Pendo.io Product Analytics Certification · UX Design · Interaction Design Foundation (2025) · Agile/Scrum · Technical Product Management Udemy

KEY EXPERTISE AREAS

Product Operations · Product Delivery · Agile Delivery · Payments Product · Scrum · Sprint Planning · Backlog Management · Workflow Optimisation · Cross-functional Collaboration · Stakeholder Management · Product Roadmap · Release Management · Process Improvement · Go-to-Market · API Integration · Payment Systems · Fintech · SaaS · Digital Products · Remote · Product Documentation · OKRs · A/B Testing · UX Research · User Interviews · Jira · Confluence · Notion · Figma · WordPress