

MARY OSASERE OWIE

Product Operations Manager

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PROFESSIONAL SUMMARY

Strategic Product Operations Manager with 5+ years of progressive product leadership — growing from Product Designer through Payments Product Owner to Digital Product Manager — across fintech, payments, and digital product environments. Brings a rare combination of operational systems thinking, Agile delivery leadership, and payments domain expertise. Delivered measurable results including a 40% improvement in team delivery efficiency, 20% reduction in delivery cycles, and a 25% market awareness uplift through a coordinated product launch. Proven remote delivery capability for a UK-based organisation from Lagos, Nigeria. Now seeking a senior product operations leadership role with a remote-first international team.

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

LEADERSHIP & IMPACT

- Led the successful execution of a product launch that generated a 25% increase in market awareness — owning strategy alignment, cross-functional coordination, and go-to-market delivery end-to-end.
- Managed the company's first payment API integration from discovery to go-live as Payments Product Owner — aligning engineering, finance, and operations while delivering on schedule and boosting acceptance rates.
- Drove a 20% reduction in delivery cycle time through systematic sprint planning improvements, cross-functional alignment, and disciplined retrospective-driven iteration.
- Promoted from Payments Product Owner to Digital Product Manager within 18 months — expanding from a single product domain to owning strategy and delivery across two product lines.
- Founded and operated a digital product business during career break (2024–2026) while simultaneously delivering two client digital products — demonstrating operational leadership and commercial product thinking.

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.
- Led product strategy, roadmap, and delivery operations across two digital product lines — owning prioritisation, stakeholder alignment, and cross-functional execution in a fully remote UK-based environment.
- Drove a 20% reduction in delivery cycle time and led a go-to-market execution that delivered 25% market awareness growth — managing every operational touchpoint from pre-launch planning through post-launch review.

- Owned senior stakeholder communication — translating complex delivery realities into clear status reporting, managing upward expectations, and securing timely decisions without derailing team momentum.
- Established continuous improvement as a cultural practice through regular user research, A/B testing cycles, and data review — generating a consistent pipeline of evidence-backed product improvements.
- 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.

Product & Business Manager · Others Court Realtors · Nigeria March 2019 – 2020

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