

MARY OSASERE OWIE

Product Operations Specialist

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PROFESSIONAL SUMMARY

Operationally sharp Product Operations Specialist with 5+ years of progressive experience — from product design through payments ownership to full digital product management — in remote-first fintech and digital product environments. Proven ability to build workflows, Agile systems, and cross-functional communication structures that enable product teams to execute consistently. Holds a track record of real, measurable impact: 25% increase in market awareness post-launch, 20% reduction in delivery cycle time, and 40% improvement in project delivery efficiency. Based in Lagos, Nigeria with demonstrated remote delivery for a UK-based organisation. Available immediately for international remote roles.

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 · Click Up · Figma · Notion · Slack · Google Analytics · Excel · Pendo.io · WordPress.

OPERATIONAL IMPACT

- Improved project delivery efficiency by 40% at Bimbi Philips by architecting and implementing a full Agile operating model — sprint ceremonies, backlog discipline, DoD standards, and delivery dashboards — across a distributed remote team.
- Reduced product delivery cycle time by 20% through structured sprint planning and cross-functional coordination between engineering, design, and QA.
- Owned the company's first payment API integration as Payments Product Owner — managing the full delivery lifecycle and directly boosting transaction acceptance rates and revenue.
- Delivered two complete websites (UNYDP Nigeria programme + art gallery) and launched a digital product business during career break — maintaining active product delivery skills throughout.
- Promoted from Payments Product Owner to Digital Product Manager at Bimbi Philips within 18 months based on delivery performance and expanded operational ownership.

PROFESSIONAL EXPERIENCE

Product Manager — Digital

December 2022 – December 2024

Payments Product Owner 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.
- Orchestrated product strategy, goals, and roadmaps across two product lines — building the operational frameworks that kept a distributed team aligned, unblocked, and shipping.
- Reduced delivery cycle time by 20% and improved project delivery efficiency by 40% through rigorous Agile implementation including structured sprint planning, retrospectives, and delivery tracking.

- Drove a successful product launch that generated a 25% increase in market awareness — owning operational coordination from pre-launch planning through post-launch review.
- Built stakeholder communication systems — weekly status reports, escalation frameworks, and decision logs — that gave senior leadership real-time visibility without blocking the delivery team.
- Led continuous improvement cycles using A/B testing, user interviews, and analytics reviews, translating findings into prioritised backlog items and measurable UX 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.

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 · 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