OLIVE NWAFOR MS, CSM®, CSPO®
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SUMMARY

Experienced product manager leading implementation and development of AI-enabled software products within global companies.

WORK EXPERIENCE

Product Manager, Data & AI – BlackRock Inc.   *January 2025 - Present*
- Led end-to-end product strategy and delivery of workplace AI agents across multiple business units, driving 90% productivity gains by automating high-volume, repetitive workflows.
- Maximized ROI and speed to value by evaluating custom agent development versus Power Automate workflows and prioritized agent request intake by making build-vs-automate decisions.
- Democratized access to AI, automation, and intelligent agents and achieved a 95% global adoption rate by creating scalable platforms and governance models that empowered non-technical teams to adopt AI responsibly.
- Partnered with engineering, data science, and business stakeholders to implement AI frameworks, including Retrieval-Augmented Generation (RAG) and fine-tuning, improving agent accuracy and relevance.
- Established success metrics and monitoring dashboards to track agent adoption, response quality, and productivity impact across the organization.

Global Product Specialist – Southwire Company   *December 2023 – May 2024*
- Owned the end-to-end strategy and execution of a global solutions product line, driving feature ideation, MVP development, and scalable releases aligned to market needs.
- Managed technical strategy, execution, and adoption plans across engineering, product, and operational teams, simplifying complex problems into actionable programs, resulting in 90% stakeholder satisfaction and a 70% decrease in support-related escalations.
- Defined and validated product market fit through customer research, competitive analysis, and iterative testing, informing roadmap prioritization and investment decisions.
- Developed and executed go-to-market strategies alongside marketing, including promotional plans and product training for sales teams, while monitoring product performance post-launch, and provided feedback for continuous improvement.
- Established success metrics and monitored product performance post-launch, using data-driven insights to guide iteration and optimize product outcomes.

Product Manager - PrimeRevenue Inc.   *January 2023 – December 2023*
- Launched financial reporting feature that enhanced supplier user experience by enabling multiple format access to accounts payable outstanding's report according to the Financial Accounting Standards Board (FASB) guidelines.
- Deployed 20+ product guide articles that tracked user engagement data and informed product improvement initiatives by consistent updates of the help webpage using Madcap Flare and GitHub.
- Authored acceptance criteria for SaaS Spring upgrade project that eliminated 40% of JIRA ticket backlog in 5 weeks.
- Increased user engagement by 30% by gathering, prioritizing, and translating user requirements into actionable feature requests and acceptance criteria.
- Created monthly product bulletin that enhanced companywide product communications by gathering updates from Principal PMs and informing new product introduction and feature changes using infographics.

Product Manager - Hewlett Packard Enterprise   *August 2020 – July 2022*

- Led product development of HPE's internal SaaS solution used by technical partners and engineers for server and storage configuration and BOM creation.
- Gathered and prioritized user requirements, translated into a dynamic roadmap resulting in improved business alignment and consequently a 30% increase in net promoter score.
- Improved collaboration and project outcomes by effectively communicating development objectives, product needs, and status updates to internal stakeholders and customers, fostering a cohesive and transparent work environment.
- Maintained and updated HPE One Config Advanced software based on product line price changes, customer feedback, and evolving industry standards.
- Collaborated with procurement and production teams to streamline the BOM creation feature, reducing lead time by 30minutes and improving user efficiency.

Associate Product Manager - Hewlett Packard Enterprise   *August 2019 – July 2020*
- Documented detailed user stories and acceptance criteria to inform and guide cross-functional collaboration with design and engineering teams, driving seamless feature implementation.
- Supported the creation and maintenance of a comprehensive product roadmap that aligned with broader business goals, ensuring strategic prioritization and timely delivery of key product enhancements.
- Collaborated with UX design and engineering teams to deliver digital solutions that adhered to high standards of usability, accessibility, and quality, meeting the needs of corporate clients.
- Analyzed user behavior and data insights to continuously refine and enhance product features, while presenting complex ideas in simplified presentations to drive stakeholder alignment and advance initiatives.
- Conducted customer, technical and market research and gathered customer feedback to inform product development and feature enhancements

EDUCATION

- **MS. Information Systems,** Georgia State University, J. Mack Robinson College of Business   *August 2023*
  Concentration: Digital Innovation
  Deep dived into the business applications of Gen AI, ML, data analytics, LLM/NLP, edge to cloud computing, deep learning, IoT & 5G.

- **Summer Venture in Management (Pre-MBA)***,* Lagos Business School.   *February 2020*
  Case-study modules on leadership, analysis of business problems, corporate finance, global marketing, brand building, starting new ventures, delivering effective presentations and business ethics.

- **B.Eng. (Hons.) Computer Engineering,** Federal University, Oye-Ekiti.   *December 2018*
  Software engineering, Fuzzy logic, AI, and Machine Learning.

SKILLS/TOOLS

- **Tools:** M365 product suite including Copilot Studio, Power Apps and Azure DevOps, Gemini Workspace, Jira, AirTable, SAP, Salesforce, Cursor AI, Tableau, GitHub Copilot, SharePoint Online, Miro, ServiceNow, Miro, ProductBoard.

- **Skills:** Product Strategy, Program Management, Leadership, Executive Communication, Backlog management, Sprint planning, Roadmap planning, Change management, Agile frameworks, AI Governance and compliance.

CERTIFICATIONS
- **Scrum Alliance** – Certified Scrum Product Owner
- **Scrum Alliance** - Certified Scrum Master