Raymond Idienumah

(Willing to relocate)

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PRODUCT OWNER | PRODUCT MANAGER | SAFe CERTIFIED

Highly motivated results-driven professional with 10 years of experience in product management. I have an in-depth knowledge of P&C Insurance business processes, having partnered with stakeholders to understand business goals, OKRs and product vision.
My goal is to bring unique solutions to the customer's pain points through effective collaboration to ensure that business goals are achieved.

SKILLS

Agile Methodology* Product Roadmaps* Product Management* Scrum Ceremonies* Requirements Gathering* Team Collaboration* Jira* Jira Align* AWS* Adobe Campaign* Adobe Experience Manager* DevOps* Aha* Effective Communication* Problem Solving* Waterfall Methodology* Product Backlog* Microsoft Office* Process improvement* Critical Thinking* Conflict Resolution* Time Management* Team Facilitation* Design Thinking* Budget Planning* Negotiation* Project Management* Guidewire Policy & Billing Center* Test Planning* SQL* ETL* UI/UX* Azure* Consumer Banking* SharePoint* K12 MAP Suite & Testing Assessments* A/B Testing* Tableau* Google Analytics* Artificial Intelligence* Generative AI* Prompt Engineering* Master Schedule* MS Project* Lexis Nexis* Verisk* Information Systems Audit* Systems Analysis* Business Analysis* Security Analysis* GRC* Data Governance* B2B * Customer Success Management* Risk Management*

EXPERIENCE

Senior Product Analyst
UFG Insurance   December 2019 - October 2023, Cedar Rapids, IA
- Led and participated in all scrum ceremonies, including Product Increment (PI) planning sessions.
- Planned and executed manual, UAT and automated testing, resulting in the successful execution of 150+ projects.
- Conducted data validation and cleansing to maintain data accuracy by optimizing SQL queries and scripts.
- Analyzed market data across 5 product lines to drive a strategic pivot that increased annual revenue by 15% within the first fiscal year post-implementation.
- Designed and executed a comprehensive test suite for a Guidewire SaaS platform that resulted in a 25% decrease in production defects and improved the software release cycle by 15%.
- Facilitated requirement gathering discussions with third party Insurance vendors such as Lexis Nexis and Verisk to better understand business objectives and reduce reporting errors by 20%
- Developed over 100 SQL queries for ad-hoc requests and routine reports resulting in a 30% increase in team efficiency.

Agile Product Owner
Cigna   October 2018 - December 2019, Dallas, TX
- Conducted a formal review and acceptance of user stories implemented by the scrum team each sprint.
- Owned the product roadmap and met 95% of all feature deadlines by identifying and mitigating any roadblocks.
- Coordinated with stakeholders to facilitate accurate product requirements, resulting in a 64% reduction in defects.
- Worked with stakeholders to gather data analytics requirements and ensure that features aligned with product-defined OKRs and KPIs.
- Presented product strategies and updates to stakeholders, securing buy-in and support that resulted in a 50% increase in product development resources.
- Supported the creation of data visualizations using Power BI and created dynamic dashboards using Tableau.

Technical Product Owner
NWEA   October 2017 - October 2018, Portland, OR
- Fostered open communication between executive stakeholders, engineering, and marketing, resulting in a process improvement of the SDLC by 25%.
- Performed functional reviews as part of sprint demos and showcases along with product managers and technical leads.
- Implemented a new K-12 MAP Suite product backlog management system that improved efficiency by 30% and significantly reduced time to market.

- Worked collaboratively with stakeholders and digital producers on campaign development, optimization, automation and multi-channel management
- Launched 6 new products within 6 months and implemented new product marketing strategies which resulted in 20% improvement in customer acquisition rate.
- Delivered 7 releases and 80+ user stories with acceptance tests, increasing customer satisfaction by 15%.
- Designed and implemented over 50 A/B tests to optimize website conversions, resulting in a 20% increase in customer retention.

Product Owner
ALTICE USA   **May 2015 - October 2017, New York, NY**
- Led a cross-functional team of designers, engineers, and marketers to launch a new product in the market, resulting in a 25% increase in revenue.
- Defined and prioritized product backlog items, resulting in improved team productivity and project efficiency.
- Coordinated with stakeholders to align product vision and business goals, enabling a 100% increase in customer satisfaction
- Successfully supported the transition from Waterfall to Scrum, decreasing the software product development cycle time by 35%.
- Managed and delivered 10+ product features, resulting in a 15% increase in user engagement.

Agile Scrum Master
M & T Bank   **January 2014 - May 2015, New York, NY**
- Facilitated daily stand-ups, sprint planning, retrospectives, and sprint reviews for 5 agile teams, totaling 50 members, increasing team productivity and delivery quality by 25%
- Partnered with product owner and product managers to ensure that deliverables met the needs and expectations of stakeholders and aligns to organizational strategy.
- Coordinated collaboration meetings between product marketing teams, stakeholders and digital designers to deliver effective marketing communications to meet business objectives
- Improved team collaboration and accountability by instituting regular retrospectives, leading to the reduction of over 20% in the average sprint cycle time.
- Coached the entire team around Agile principles to ensure team process aligned to deliver business value.
- Coordinated a Continuous Integration/Continuous Delivery (CI/CD) pipeline in 2 weeks, reducing build, test, and deploy cycle times by 40%.

EDUCATION

Bachelor in Computer Engineering
University of Benin

CERTIFICATIONS

SAFe Practice Consultant
SAFe Release Train Engineer
SAFe Product Owner/Manager
Certified Scrum Master