Raymond Idienumah

📍 Open to Remote | Willing to Relocate  raymondfemi.jobs@gmail.com (914) 414-0019

PRODUCT MANAGER | SAFe CERTIFIED

Results-driven product manager with 6 years of experience driving technology adoption, system upgrades, and product feature rollouts in complex environments. Proven success leading cross-functional upgrade initiatives, guiding customer transitions from legacy systems to modern platforms with a focus on user satisfaction and business value. Skilled at aligning stakeholders across product, engineering, sales, and support to deliver seamless upgrade experiences. Hands-on expertise in Financial & IT systems integration — with a strong track record in Agile/SAFe practices, project planning, release management, and KPI-driven execution.

CORE SKILLS & TECH STACK

* Product Strategy & Roadmap Development, Product Requirement Documents (PRDs)
* Product Backlog Refinement, INVEST Framework, Feature Prioritization, Feature Release Tracking & Coordination
* Agile Methodology (Scrum & Kanban), SAFe Agile
* Stakeholder Engagement & Sales Enablement Support
* User Experience Design
* OKRs & KPIs Tracking
* Cross-Functional Team Leadership, Training & Mentoring
* Market Research & Competitive Analysis, A/B Testing, P&L, Time-to-Market, Revenue Growth, Cost Reduction
* Risk Management & Risk Mitigation, Project Scheduling
* Jira, Azure DevOps, Trello, Figma, Confluence, Miro, Twilio, Jira Align, Aha, Microsoft Office, M365, ServiceNow, Visio, SharePoint
* SQL, AWS Cloud, Power BI, Tableau, SaaS, Workday HCM, Adobe Experience Manager, Salesforce CRM, Google Analytics
* AzureAD, DevOps, CI/CD, IAM, SOX, PCI, MFA, API, EVM, ITOM, ITSM, C3 AI, BCDR, Aspen MBO, Aspen Engineering Suite

EXPERIENCE

**IT Product Manager**

**Flint Hills Resources, Wichita, KS August 2024 - Present Day**

* Conducted market and competitive analyses to identify new opportunities for fraud prevention and identity verification product offerings, delivering a 10% improvement in fraud detection through enhanced multi-factor authentication (MFA) capabilities.
* Collaborated with key internal stakeholders and vendor to identify pain points and opportunities for AI innovation, leading to the development of new C3 AI-powered features.
* Established and managed SLAs for cloud-based asset monitoring and predictive maintenance platforms, achieving 99.9% uptime and ensuring compliance with contractual performance metrics.
* Owned the product lifecycle of a $75M cloud-based portfolio; implemented predictive asset monitoring with 99.9% uptime.
* Partnered with UX teams for A/B testing and feature optimization, increasing post-launch adoption.
* Drove cross-team integration of Earned Value Management (EVM), leading to 15% cost efficiency and on-time delivery.
* Defined and tracked OKRs across product features, aligning delivery with measurable business impact.

Senior Product Manager/QA Lead Analyst

UFG Insurance, Cedar Rapids, IA May 2019 - October 2023

* **S**pearheaded enterprise rollout of the Guidewire insurance platform; reduced bug count and increased release stability by 25%.
* Launched a 0→1 online quoting solution, achieving 20% adoption in the first 6 months.
* Designed and tracked self-service features in ServiceNow and Workday HCM, increasing self-resolution rates by 25%.
* Produced interactive dashboards with Power BI and Tableau for stakeholder reporting and roadmap validation.
* Facilitated SAFe Agile & Scrum ceremonies including backlog grooming, improving sprint velocity by 15%.
* Planned and executed manual, UAT and automated QA testing, resulting in the successful execution of 150+ projects.
* Created an effective business continuity and disaster recovery (BCDR) strategy, ensuring minimal downtime and data loss in the event of a cyber-attack.

EDUCATION

Bachelor in Computer Engineering

University of Benin

CERTIFICATIONS

SAFe Practice Consultant

SAFe Release Train Engineer

SAFe Product Owner/Manager

Certified Scrum Master

SAFe Lean Portfolio Management