

Olivia Ucha

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PROFESSIONAL EXPERIENCE

Service Oklahoma

Senior Associate Product Manager - Design & Experience
Associate Product Manager

Oklahoma City, OK
Mar 2025 – Dec 2025
Aug 2022 – Mar 2025

- Launched an AI-powered virtual assistant (4,400+ interactions in month one) by leading cross-functional delivery, **improving client experience and reducing support volume.**
- Co-owned 5–10 quarterly user stories and acceptance criteria in Azure DevOps, translating Miro/Airtable inputs into build-ready requirements, **reducing UAT defects and shifting 3–4 week delayed releases to on-time delivery.**
- Defined quarterly product roadmap and prioritized high-impact opportunities informed by user research, analytics, and stakeholder input, **aligning delivery with strategic goals and accelerating iterations.**
- Led backlog refinement and sprint reviews for a 30+ item backlog with product, engineering, and vendors, **enhancing predictability, reducing blockers, and incorporating stakeholder feedback through demos.**
- Conducted 10+ UX research sessions (usability tests, interviews, heuristic reviews) to uncover friction points and guide **data-driven design improvements**, informing roadmap and feature prioritization.
- Owned the end-to-end product lifecycle from discovery through launch, **streamlining transaction flows, reducing user errors, boosting adoption 2.5x, and raising CSAT from 1.0 to 6.0.**
- Boosted operational efficiency by 25% and SEO performance by 20% through technical audits, metadata improvements, and cross-functional content strategy, **supporting scalable and high-quality product delivery.**

Aramark

Student IT Intern

Tallahassee, FL
2022

- Supported 25 dining locations by coordinating technical issue triage, system maintenance, and vendor escalation, reducing disruptions and enhancing service delivery.
- Reduced technical disruptions by 20% through proactive issue detection and rapid resolution during peak service hours.
- Delivered kiosk training and supported frontline teams during adoption of new systems, creating increased transaction speeds.

SushiKo

Customer Service Representative

Miami, FL
Aug 2019 – Aug 2020

- Served 200+ guests per shift while increasing average spend via tailored sales and upselling techniques.
- Trained new hires on service and sales best practices, improving shift productivity by 30% and maintaining high guest satisfaction ratings.

EDUCATION

Florida State University

Bachelor in Science | Minor in Information Technology

Tallahassee, FL

CERTIFICATIONS

Workflow Specialist – Asana

Mar 2025

Certified ScrumMaster (CSM) – Scrum Alliance

Oct 2023

Google Data Analytics – Grow with Google

Oct 2023

Google UX Design – Grow with Google

April 2022

SKILLS & INTERESTS

Project & Program Management: Agile/Scrum, Project Coordination & Reporting, Asana, Documentation Management

Analysis & Tools: AirFocus, Jira, Adobe Analytics, Excel, Microsoft Power Platform, MS Office, G Suite

Design & UX: Figma, Miro, Adobe Experience Manager, UI/UX Design, Content Strategy, Accessibility Standards (WCAG)

Languages: Spanish (Fluent), C++ (Beginner), JavaScript (Beginner), SQL (Beginner)