Owens Ehimen

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SUMMARY

Skilled **product manager** and developer with 3+ years of experience building SaaS Portals. Interested in consumer-facing products that use agentic workflows to solve real-world problems.

RELEVANT EXPERIENCE

Software Developer
September 2024 – present

IBM - Skills Network Team - https://skills.network/portals/enterprise
Markham, ON

- Accelerated AI chatbot development by over 50% through the creation of the Skills Network Assistant, an AI chatbot framework that enabled quick and configurable chatbot creation using off-the-shelf LLMs
- Achieved a 90% satisfaction rate among 75 users within the first week of release by launching a feature that enabled users to create Personalized Learning Plans for Data Science and AI topics.
- Spearheaded the implementation of multi-lingual support for Skills Network Portals, expanding platform availability to 7 additional languages beyond English. Set a goal to increase retention rates by 50% per language
- Enhanced new user retention by re-engineering the onboarding experience for Skills Network Portals, focusing on prioritized user journeys rather than ad-hoc feature development.

E-commerce Product Owner
Nov. 2023 – present

Nett Pharmacy - Digital team - nettpharmacy.com
Part-time - Remote

- Conducted market research, competitive anaylsis and developed business processes for a digital strategy as part of an investment-readiness initiative
- Enhanced internal efficiency by developing and implementing a digital strategy that leveraged collaboration tools like JIRA and Confluence, driving streamlined workflows as part of an investment-readiness initiative
- Increased conversion rates by 28% and reduced cart abandonment by 35% by leading an interdisciplinary team of 8 professionals in the development of an e-commerce site. Coordinated 4 developers, 2 designers, and 2 pharmacists to deliver a high-performing platform that outperformed the previous solution.
- Improved customer feedback time by 40% by building an agentic workflow to automatically categorize and format customer support tickets from the website

Software Developer
January 2022 – November 2023

Solace Corporation - Event Portal Team - https://solace.com/products/portal/
Ottawa, ON

- Improved portal usability scores by 34% (derived from surveys) and reduced average search time from 48 seconds to 12 seconds by building an advanced search feature that enabled users to find specific objects based on 15+ criteria categories.
- Reduced average resolution time by 42% and enabled the development team to process 35% more tickets per sprint using a custom error logging system that automatically categorized and prioritized bugs.
- Developed a set of automated performance tests that simulated high-traffic scenarios, allowing us to identify and address performance issues more effectively
- Reduced post-release hotfixes by 20% by creating a set of automated tests that simulated high-traffic scenarios with up to 10,000 concurrent users. Identified and addressed 3 critical performance issues before launch

TOOLS

Collaboration: JIRA, Confluence, Slack, Notion, Miro
UI/UX: Figma, Bubble.io, Balsamiq, Framer Motion
Analytics: Mixpanel, Grafana, Google Analytics, MailChimp
Markup: HTML, CSS, Markdown
Coding: SQL, Python, JavaScript, Ruby, Java

EDUCATION

Georgia Institute of Technology
Atlanta, GA (Remote)

Master of Science in Computer Science
Jan. 2024 – June 2026 (Expected)

University of Ottawa
Ottawa, ON

Bachelor of Applied Science in Computer Engineering
Jan. 2017 – June 2022