

Lula Graphenteen

Software Product Manager

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📍 1234 Magnolia Street, Baton Rouge, LA 70802

Education

Master of Business Administration in Software Product Management at Louisiana State University, Baton Rouge, LA

Aug 2016 - May 2021

Relevant Coursework: Software Product Management, Business Strategy, Marketing and Communication, Project Management, Agile Methodologies, Data Analytics, User Experience Design, Financial Management, and IT Governance.

Links

[linkedin.com/in/lulagraphenteen](https://www.linkedin.com/in/lulagraphenteen)

Skills

Roadmapping

Prioritization

Agile methodologies

Scrum framework

Wireframing

UX/UI design

JIRA proficiency

Languages

English

Portuguese

Profile

Results-driven Software Product Manager with 2 years of experience in developing and launching innovative software products. Adept at collaborating with cross-functional teams, managing product lifecycles, and identifying market opportunities. Proficient in Agile methodologies and skilled in optimizing user experience. Demonstrated ability to deliver high-quality software solutions that drive business growth and customer satisfaction.

Employment History

Software Product Manager at Lucid, LA

Apr 2023 - Present

- Successfully launched a new software product that generated \$2 million in revenue within the first year, exceeding initial projections by 30%. This was achieved through effective market research, close collaboration with the development team, and a successful go-to-market strategy.
- Implemented a streamlined Agile development process that increased productivity by 25% and reduced time to market by 15%, enabling the team to deliver high-quality software updates and features more efficiently. This led to a 10% increase in customer satisfaction ratings.
- Developed and executed a strategic partnership with a major industry player, resulting in a 20% increase in sales and a 15% expansion of the customer base within six months. This collaboration also opened up new market segments and opportunities for growth.

Associate Software Product Manager at CGI, LA

Sep 2021 - Feb 2023

- Successfully led a team of 10 developers in the completion of a major software upgrade project for a large retail client, resulting in a 20% increase in system efficiency and a 15% reduction in support tickets.
- Spearheaded the integration of an AI-based recommendation system for a leading e-commerce platform, boosting average customer spending by 25% and increasing overall revenue by \$1.2 million within the first six months of implementation.
- Designed and implemented a streamlined user interface for a key financial application, improving user satisfaction scores by 30% and reducing training time for new users by an average of 10 hours per employee.

Certificates

Certified Product Manager (CPM)

Mar 2022

Agile Certified Practitioner (PMI-ACP)

Dec 2020