

Houston, USA
oanenek@gmail.com
(832) 422-2920

ORABELEMA ANENE

UX/PRODUCT MANAGER

UX/Product Manager with 7+ years leading research-driven discovery and design for enterprise and AI-enabled systems. Delivers validated journeys, prototypes, and conversational flows that reduce friction and support adoption while aligning roadmaps with engineering constraints. Aims to scale AI-driven customer experiences and measurable operational efficiency.

EMPLOYMENT HISTORY

JAN 2024 – PRESENT

UX Designer & Researcher, CenterPoint Energy, Houston, TX

- Lead human-centered design and product discovery for AI and digital transformation initiatives supporting customer service and operational workflows using Figma, Jira, Confluence, and Slack.
- Conduct stakeholder interviews, observation sessions, discovery workshops, and workflow analysis to understand business objectives, user needs, pain points, exceptions, and adoption barriers.
- Develop user personas, journey maps, service blueprints, and workflow maps; translate research findings into actionable UX requirements and prioritized opportunities.
- Design end-to-end experiences in Figma, including information architecture, user flows, wireframes, high-fidelity mockups, prototypes, system states, notifications, and exception handling.
- Contribute to conversational AI builds for customer service by designing conversational flows, prompts, responses, escalation paths, and human handoff experiences.
- Use Claude and AI-assisted design workflows to explore complex processes, accelerate design activities, and develop AI-enabled UX concepts.
- Apply SAP ERP and SAP Fiori knowledge to design customer service and work-order workflows, translating complex enterprise processes into intuitive user experiences.
- Collaborate with product, engineering, and business stakeholders through Agile delivery, UAT, usability testing, design reviews, and implementation to validate and continuously improve solutions.

FEB 2023 – FEB 2024

UX Designer & Researcher, FBIS Technologies, Remote

- Led end-to-end product discovery and UX research for enterprise platforms, translating qualitative and quantitative insights into validated product experiences.
- Conducted stakeholder interviews, user interviews, surveys, usability testing, and workflow analysis using UserTesting, Dovetail, Optimal Workshop, Maze, and Lookback.
- Created information architecture, user flows, wireframes, high-fidelity prototypes, and responsive web/mobile experiences using Figma, Axure, and Sketch.
- Analyzed user behavior and product feedback to identify usability issues, workflow friction, and opportunities for experience improvements.
- Collaborated with product managers, engineers, and stakeholders through Jira, Confluence, and Slack to align customer needs, technical feasibility, and business priorities.
- Influenced product roadmaps through evidence-based recommendations using Google Analytics and SAP Analytics.
- Designed enterprise dashboards and workflows in Figma and Tableau to improve task efficiency, clarity, and adoption.

APR 2021 – FEB 2023

UX/ Product Manager, Tari Software, Nottingham, United Kingdom

- Led UX strategy aligning customer needs, business goals, and product roadmaps through discovery workshops, research, and product planning.
- Developed personas, journey maps, service blueprints, and experience principles using Figma and Miro to clarify user needs and guide design decisions.
- Translated research findings into UX requirements, user flows, wireframes, prototypes, and strategic product recommendations.
- Partnered with product and engineering teams using Jira and Confluence to prioritize features, improve user outcomes, and support roadmap decisions.
- Led product requirement workshops with engineering and PMs, producing prioritized Jira epics used for two quarterly releases.
- Led product backlog grooming in Jira, converting research into prioritized epics for two releases.
- Designed and prioritized an MVP feature set based on user interviews and feasibility checks with engineering.

JAN 2019 – MAR 2020

Freelance UX Designer & Research Consultant, Upwork, Remote

- Planned and conducted user interviews, surveys, and usability research to identify workflow friction and validate product concepts.
- Created information architecture, user flows, wireframes, and high-fidelity prototypes using Figma for web and mobile experiences.
- Ran usability testing with Maze and Lookback, synthesizing findings into actionable design recommendations.
- Performed competitor analysis and heuristic evaluations using Miro and Excel to identify product opportunities and inform prioritization.
- Delivered strategic UX recommendations and product concepts aligned with user needs, business objectives, and technical considerations.

EDUCATION

2023 – 2024

Professional Graduate Program (PGP), User Experience Design, University of Texas at Austin

2013 – 2014

MSc. International Real Estate Investment & Finance, The Nottingham Trent University

2011 – 2013

Bachelor of Arts, International Business, Middlesex University

COURSES

MAY 2026

Certified Product Owner® (CSPO), Scrum Alliance

NOV 2023

Certified Scrum Professional®-ScrumMaster, International Scrum Institute

2021

Advanced UX Design, Perxels

2020

Foundations of UX Design, Google Certified

SKILLS

User Experience Design, Product Ownership, AI-Driven Product Development, UX Research, Product Discovery, Agile Methodologies, Stakeholder Management, Roadmapping, Backlog Prioritization, Design Thinking, Wireframing, Prototyping, User Interviews, Usability Testing, Journey Mapping, Information Architecture, Figma, Design Systems, Conversational AI, AI Workflow Design, Claude, SAP ERP, SAP Fiori, SAP Fiori Design System, Workflow Automation, Accessibility (WCAG), Cross-Functional Collaboration, Tableau, UserTesting, Dovetail, Miro, Jira, Confluence, Slack, UserZoom, Optimal Workshop, Maze, Lookback, Google Analytics, SAP Analytics, Hotjar, Vercel Deployment, MVP Development

LINKS

Portfolio: oraux.dev