

Chisara (Chisa) Nwabara

Technology Leadership | Agile & Product Strategy | DEIB Thought Leader

chisology101@gmail.com | London/Budapest | Pronunciation: CHEE-sah-rah (CHEE-sah) NWAH-bah-rah

An experienced Service & Product Strategist skilled in evidence-based product management, organisational change, and strategic planning across various industries. Known for driving operational excellence while simultaneously building psychologically safe & effective teams.

Accomplished at working with startups and scale-ups to evolve their people, processes and technology. Known for my ability to bridge the gap between technology and business through strong storytelling, I use a pragmatic approach to getting things done in a way that brings everyone along the journey, ensuring there is alignment with strategic objectives and sustainable outcomes for organisations and teams.

Strengths

- Leading organisations through change and driving transformation to improve operational performance/growth.
- Strong strategic acumen for aligning operations with company goals, resulting in shared understanding.
- Introducing innovative methodologies to enhance project efficiency and customer satisfaction.
- Building and nurturing high-performing teams, capable of delivering positive outcomes in complex environments.
- Implementing Agile methodologies to enhance project management efficiency and adaptability.
- A human-centric approach for improved active client engagement, feedback incorporation, and engagement outcomes.
- Leading projects from inception to completion and achieving tangible results from vague ideas
- Empathetic leadership and psychological safety, inspiring others to experiment, learn & grow

Experience

Director of Product & Transformation	EngineerBetter (Container Solutions) (UK)	June 2021 - May 2023
Established an innovation team focused on the delivery of Cloud Native transformation. <ul style="list-style-type: none">• Recruited, onboarded and led the product and delivery team, net new and with one of the highest NPS scores in the organisation within its first year• Responsible for guiding the productisation and delivery of human-centric digital transformation programmes based on an innovative approach covering culture, strategy and technology. Blending cloud technologies, Design Thinking, Agile delivery, Product Thinking, and training• Maintained a gross department margin of about 60%, achieving Product and Delivery utilisation rates of above 65% by mid-2023 and 75% by the end of 2023, maximising team efficiency• Over £1.37million revenue generated from product & delivery services in the first 18 months• Authored eBook "WTF is Product Thinking?"• Member of the Executive Leadership Team responsible for the post COVID return to strategic execution (OKRs)		
Product & Delivery Coach	Chisology Consulting (UK)	June 2019 - Present
Founded a consultancy focused on employed hypothesis-driven design & development to empower teams and companies to deliver significant outcomes when going through organisational cultural changes. <ul style="list-style-type: none">• Built and facilitated custom workshops to foster shared understanding, identify pain points and produce end-to-end solutions to outstanding problems that we oftentimes vague and intangible.• Regular participant in conferences as both an experience curator, keynote, panellist and speaker• Delivered programmes for customers including VMWare, Chan Zuckerberg Initiative, and Depop.		
Agile Delivery Lead	CFC Underwriting (UK)	Feb 2020 - May 2021

Drove product and agile delivery improvements in a tech department of 50+ people.

- Responsible for defining and rolling out best agile practices across 5 product delivery teams
- Demonstrated what good looks like by doing and directly fostered the fastest performing team in the department, getting them to a state of continuously releasing new functionality sprint over sprint as opposed to nothing in the previous 4 months of delivery.
- Fostered IT into becoming a trusted partner of the business as the department moved from dysfunctional delivery to scrum to balanced product teams, which in turn led to a change in culture and closer relationships and tighter feedback loops with business teams.
- Identified bottlenecks in existing systems from team to department level, then managed the end to end process of resolving them, such as bug triage, team metrics,
- Led the department during COVID in the ubiquitous rollout and usage of innovative remote communication tooling which included the adoption of Miro, retrospectives, and other agile tooling and products.
- Responsible for hiring and line managing the scrum master practice
- Led the tech department's career management practice to build out organisational best practices and standardised processes...hiring, onboarding, peer feedback, performance reviews, training programmes

R&D Staff Technical Programme Manager

[Pivotal Software, Inc.](#) (UK/USA)

Apr 2017 - June 2019

Responsible for the product release health and release train engineering of PCF's Data Services application teams (RabbitMQ, Garden, Redis, Concourse, et. al.)

- Initially the sole TPM in EMEA of a global team based across 4-6 time zones hired to support the region on cross-cutting dependencies between Data Services and other teams for upcoming platform releases, End of General Support, Product Ops, Security, Master Pipeline, Open Source Licensing
- Client/Support/R&D relations for one of our largest global clients, shortening the feedback cycle time on product improvements into the teams from 180 days down to 30
- Facilitated, designed and rolled out workshops for the product teams on Product Strategy, Visioning, Roadmapping, Story mapping, and more which led to the adoption of new techniques and practices across the global organisation
- Rolled out and established Team Health best practices (Psych Safety, Team Health Assessments)
- Diversity & Inclusion Global Council: Executive Leadership Enablement and EMEA Lead

Senior Agile Product Consultant

[Thoughtworks](#) (USA/Germany)

Aug 2011 - April 2017

Versatile professional in roles such as business analyst, project/program manager, iteration manager, product owner, and delivery principal. This included tasks and responsibilities across the full software delivery lifecycle from ideation to inception to delivery to testing and support. (You can view a detailed summary of highlighted projects [here](#).)

- Pioneered innovative approaches benefiting organisations of all sizes, enhancing operations, expanding offerings, fortifying internal controls, and boosting profitability.
- Strategic advisor and problem-solver known for synthesising extensive data into inventive solutions.
- Expert in capturing, defining, and translating business requirements into actionable specifications, contributing to efficient software development across all stages of the product life cycle..
- Oversaw End-to-end Product and Iteration Management, employed User-Centric Design Thinking, Agile, and Lean methodologies to drive client success.

Education And Certifications

- **BA, East Asian Studies, International Studies Concentration, Psychology Minor** [Oberlin College](#)
- **MS, International Commerce and Policy, TESOL Certified** [Valparaiso University](#)

Some Additional Information

STATUS - Authorised to work in the United States, United Kingdom, West Africa, and Europe (WIP)

LANGUAGES - English (fluent), French (conversational), Mandarin (conversational)

INTERESTS - Dog Training & Behaviour, Outdoor Adventuring/Travel, Web Development/SEO