

# Faith Domfeh

📍 New York City, NY [in linkedin.com/in/faithdomfeh](https://www.linkedin.com/in/faithdomfeh)

## Work Experience

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### Product Manager

May 2021 – Aug 2024 | New York City, NY

#### Capital One

- Led UI/UX and Engineering teams using Agile to develop a cardless, contactless, and mobile ATM feature for Capital One on iOS and Android, winning Fast Company's 2023 Innovation By Design Award in Finance.
- Launched Cardless ATM Withdrawals feature to 7M+ Capital One customers and 1,200+ ATMs by developing and executing go-to-market strategy, collaborating with tech partners on performance boosting initiatives, and continuous product discovery and iteration.
- Increased feature scalability by 433% through optimization of ATM authentication and transaction authorization processes.
- Cross-functionally engaged with stakeholders from legal, risk, compliance, analytics, fraud, and operations to develop and implement robust product roadmaps and OKRs in highly regulated financial sector.

### Product Management Consultant

Apr 2019 – May 2021 | Rosslyn, VA

#### Deloitte

- Directed a 10-person cross-functional team using Agile methodologies to deliver \$250k+ in product enhancements, improving the Navy's financial audit system for 22,000 international users.
- Conducted in-depth client interviews to capture pain points and requirements, translating them into precise user stories with clear acceptance criteria.
- Created high-fidelity prototypes with JavaScript, HTML, and CSS to synthesize business needs to provide UX guidance for engineering team.

### Software Engineer

Aug 2017 – Mar 2019 | Centreville, VA

#### Parsons Corporation

- Contributed to securing a multi-year, \$76 million contract by developing software for military cyber operations.
- Reduced deployment time by 50% through the creation of an end-to-end cloud infrastructure automation solution using Ansible, Red Hat, Python, and Bash scripting.
- Fostered collaboration between technical program management teams and engineering to ensure seamless project execution.

### Computer Science Teaching Assistant

Aug 2016 – May 2017 | Charlottesville, VA

#### University of Virginia

- Assisted in teaching a higher-level Computer Science course, providing weekly office hours and debugging support for students.
- Designed and evaluated semester-long projects for full stack e-commerce websites and business cases, impacting 40+ students per semester.
- Created semester-long project with iterative milestones to evaluate full stack e-commerce websites and business cases, in collaboration with the professor to enhance course materials, grading rubrics, and schedules.

### Software Development Intern

Jun 2016 – Aug 2016 | Manassas, VA

#### SWIFT

- Conducted qualitative user research to identify and prioritize pain points of an internal change request management platform, implementing key enhancements using Oracle SQL Developer, PL/SQL, HTML, CSS, and JavaScript.
- Developed an internal website for SWIFT bank messaging code documentation, enhancing clarity and accessibility for stakeholders.

## Education

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### University of Virginia

Bachelor of Arts, Computer Science

May 2017

## Skills

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### Certifications

Certified Scrum Product Owner,  
Certified Scrum Master

### Development Tools and Languages

Python, Java, JavaScript, HTML,  
CSS, Bash, SQL, Ansible, Git, AWS,  
JIRA, Snowflake, Linux

### Product Skills

Product Strategy, Agile  
Methodologies, UX Design, User  
Research, Stakeholder  
Management, Product  
Development Lifecycle