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HANNAH OKAFOR

Product Manager

Product manager with four years in B2B SaaS, two of them owning a billing and invoicing area for mid-market customers. I like messy back-office problems and customers who tell you the truth.

PROFESSIONAL EXPERIENCE

Product Manager, Billing

Quarrydeck Software | Minneapolis, MN | 2022-Present

- Own the billing and invoicing area for a \$46M ARR product; cut failed-charge volume by 28% with a dunning rewrite.
- Shipped usage-based billing for 14 enterprise accounts after six months of discovery and a controlled rollout.
- Reduced finance team tickets from about 70 per month to under 20 by adding a self-serve credit note flow.
- Run a quarterly customer advisory call with seven AR leads from named accounts.
- Mentor one APM on the team and review their PRDs before engineering review.

Product Manager

Halcyon Retail Cloud | Minneapolis, MN | 2020-2022

- Launched a returns module used by 230 stores in the first quarter after GA.
- Drove the deprecation of two legacy reports, saving roughly 18 engineering hours per sprint on maintenance.
- Wrote the team's competitive teardown of Shopify POS and presented it to the exec team.

Associate Product Manager

Halcyon Retail Cloud | Minneapolis, MN | 2019-2020

- Owned the merchant onboarding email sequence; lifted day-7 activation from 36% to 49%.
- Ran 40+ customer interviews in year one and tagged transcripts in Dovetail.
- Promoted to PM after twelve months.

CONTACT INFORMATION



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EDUCATION

- B.A., Economics

Carleton College, 2019

KEY SKILLS

- B2B SaaS billing
- Discovery interviews and JTBD
- SQL, Looker
- Stripe and Zuora
- PRDs and RFCs
- Roadmapping
- Pricing and packaging
- Cross-functional facilitation
- Linear, Notion, Figma