

Raphael Maris Ugboko

AI Product Management | Human-Centered AI & Agentic Systems | Enterprise Product Strategy & Delivery

• Clemson, SC • ralphugboko@gmail.com • [linkedin.com/in/raphael-maris-ugboko/](https://www.linkedin.com/in/raphael-maris-ugboko/) • ralphugboko.dev/projects

PROFESSIONAL SUMMARY

Human-Centered Computing Ph.D. researcher with an M.S. in Computer Science and experience spanning **AI product development, human-AI interaction, enterprise technology consulting, and technical product delivery**. Developed and deployed **ProductPilot, AgentOps Studio, and Decision Lab**, demonstrating AI-assisted product discovery, agent evaluation, experimentation, and evidence-based decision-making. Previously supported **\$100M+ digital banking transformation initiatives** at KPMG and enterprise application automation at DC Water. Experienced translating **complex business and user needs into product requirements, functional prototypes, evaluation criteria, and technical solutions**, combining hands-on AI engineering with user-centered research and cross-functional stakeholder collaboration.

EXPERIENCE

Presence Lab, Clemson University

Clemson, SC

Research Assistant / AI Systems Developer

Jan 2026 - Present

- Developed **AI-enabled product capabilities** for Quizzibility using **React, TypeScript, Next.js, Supabase, PostgreSQL, and LLM APIs**, translating instructor needs and research objectives into functional classroom interaction and automated analysis features.
- Designed **LLM-powered submission analysis and misconception clustering workflows**, enabling instructors to interpret unstructured student responses and investigate patterns through human-centered AI interfaces.
- Implemented **controlled experimental configurations and feature gating** to support evaluation of AI-assisted interactions, usability considerations, and comparisons across different research conditions.
- Applied **human-centered computing principles, experimental design, and AI-assisted development tools** to investigate user needs, prototype solutions, evaluate implementation trade-offs, and support iterative improvements to AI-powered applications.

DC Water

Washington, DC

PMIS Analyst Intern

May 2026 – Aug 2026

- Supported **enterprise technology transformation and workflow automation** using **Oracle Primavera Unifier, REST APIs, Oracle Integration Cloud, and Microsoft Copilot**, translating business requirements into application enhancements and reporting solutions.
- Collaborated with **business stakeholders, IT teams, and operational users** to gather requirements, investigate workflow challenges, identify improvement opportunities, and communicate technical recommendations.
- Developed and refined **Power BI dashboards, reporting workflows, and technical documentation**, supporting data-driven decisions and clearer access to enterprise operational information.
- Explored **AI-assisted productivity and process automation opportunities**, evaluating how emerging technologies could support repetitive business workflows and improve information accessibility.

KPMG Nigeria

Lagos, NG

Technical Program Manager, Digital Banking & Payments Platforms

Oct 2021 – Jun 2023

- Managed delivery activities for a **\$100M+ digital banking transformation program** involving trade finance and core banking platforms across **Nigeria, Ghana, and the UK**, coordinating enterprise technology initiatives serving **8,000+ users**.
- Partnered with **banking executives, business stakeholders, product teams, and technology vendors** to identify client requirements, assess operational challenges, and translate business objectives into actionable technology implementation plans.
- Coordinated **cross-functional engineering, vendor, and business workstreams**, balancing implementation priorities, technical dependencies, regulatory considerations, and delivery risks across geographically distributed teams.
- Prepared **executive reporting, stakeholder presentations, and implementation recommendations**, translating technical progress and operational challenges into business-focused insights supporting leadership decisions.

EDUCATION

CLEMSON UNIVERSITY

Ph.D. Human-Centered Computing (In progress)

M.S. in Computer Science

Clemson, SC

Aug 2023 - Jul 2028

Aug 2023 - Aug 2025

Relevant Graduate Coursework: Applied Data Science; Measurement & Evaluation of HCC Systems.

Quantitative Methods: Statistical Analysis, Experimental Design, Hypothesis Testing, Regression, ANOVA, Mixed-Effects Models, Machine Learning, Predictive Modeling.

SELECTED PROJECTS

ProductPilot — AI-Native Product Discovery & Prioritization Platform

Live Application: <https://ralphugboko.dev/productpilot/>

- Designed and deployed a **functional AI-powered product management workspace** connecting interview transcripts to source-linked opportunities, **RICE prioritization, persistent backlogs, explicit product decisions, and reviewed PRDs**, demonstrating customer discovery and requirements-to-delivery workflows.
- Integrated **Cloudflare Workers AI, Llama 3.3, and D1**, implementing citation validation, human review, deterministic prioritization calculations, and document exports to support transparent AI-assisted product decisions.

AgentOps Studio — Enterprise AI Agent Evaluation & Automation

Live Application: <https://ralphugboko.dev/agentops-studio/>

- Developed an **LLM-powered operations assistant** using **Llama 3.3, Cloudflare Workers, D1/SQLite, and read-only evidence tools**, demonstrating how agentic AI can support operational decision-making while preserving source traceability and access boundaries.
- Implemented **six supported task types, 17 deterministic evaluation checks, 10 automated tests, and simulated human approval gates**, demonstrating practical approaches to **AI quality evaluation, trust, policy controls, and responsible automation**.

Decision Lab — Product Experimentation, A/B Testing & Statistical Analytics

Live Application: <https://decisionlab.ralphugboko.dev/>

- Developed a **full-stack experimentation platform** using **Python, SQL, SQLite, and Cloudflare Durable Objects**, transforming product hypotheses into configurable A/B plans, reproducible synthetic datasets, statistical analyses, and evidence-based product recommendations.
- Implemented **simulations supporting up to 10,000 users per run, conversion funnels, cohort analysis, statistical checks, guardrail metrics, and experiment diagnostics**, with inspectable SQL and downloadable decision reports.

SKILLS

AI Product Management: Product Discovery, Product Requirements, User Research, Product Strategy, Feature Prioritization, RICE, JTBD, Roadmap Planning, Success Metrics, Stakeholder Management, Agile.

AI & Human-Centered Systems: Generative AI, Agentic AI, LLM APIs, Human-AI Interaction, AI Evaluation, Responsible AI, Evidence Validation, Human-in-the-Loop Workflows, Usability Research.

Data & Experimentation: Python, SQL, PostgreSQL, Statistical Analysis, Experimental Design, A/B Testing, Hypothesis Testing, Product Analytics, Power BI, Tableau.

Software & Enterprise Technology: JavaScript, TypeScript, React, Next.js, REST APIs, Supabase, Cloudflare Workers, Oracle Integration Cloud, Microsoft Copilot, OpenAI Codex, Claude Cowork.