

IAN GATHU

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Professional Summary

A Product Owner with over five years of professional experience, specializing in product management agile and scrum with a proven track record of collaborating with cross-functional teams across all phases of the product life cycle, adept at creating user stories to drive product enhancements and feature development.

Skills

- Jira Atlassian, Trello
- Training of Trainers
- Google – Workspace, Cloud, Play Console
- ConceptDraw, Illustrator
- Adaptability
- Product and Project Management
- Teamwork and Collaboration
- Analytical and critical thinking
- Identifying technology solutions to business problems
- Communication and stakeholder engagement
- Creativity and Problem Solving
- Operating Systems (Linux, Windows and macOS)
- Leadership

Work Experience

Product Owner

Jan 2018 - Current

Professional Digital Systems Limited

Nairobi, Kenya

1. Identifying customer/user requirements by researching and analyzing their needs, expectations, preferences, objectives and working methods.
2. Studying how customers absorb content/ solutions including data categorization, labeling, features, functionality and user interface designs.
3. Evaluating information architecture by reviewing site concepts, visual design, strategy, target audience, client feedback / proposals, solution specifications and requirements.
4. Creating user stories, preparing data models, designing information structure/representation, navigation rules as well as both work-flow diagrams and data flow that illustrate all the components and touch points of the solution and service design.
5. Resolving technical feasibility, design optimization and production related matters
6. Coordinating solution development projects and working with both the Commercial Operations and System Developers (IT Team) to establish design, technology and solution development strategy.
7. Implementing information architecture by preparing both paper and interactive prototypes / mock-ups including page layouts and navigational elements.

8. Collaborating with stakeholders and developers to integrate concepts, visual designs, technology, writing, interface and navigational structure.
9. Documenting departmental structures and processes as well as preparing reports on trials for various procedures in order to eliminate methods that have been unsuccessful.
10. Recommending the nature and scope of present and future solutions and/ or product lines.
11. Mining existing client base to identify growth opportunities, keeping abreast with industry developments and proactively finding potential for new and enhanced services/products offerings.
12. Interacting with clients and conducting needs analysis so as to better understand their needs, problems, interests, competitive activities and potential for new products and/ or services and meet their expectations.
13. Performing a liaison role between prospective Customers and PDSL back-office service fulfilment, technical support functions and Customer Call Centre Team to foster timely and efficient delivery of after-sales service.
14. Utilizing availed company resources to optimize performance and provide efficient service to Customers.
15. Escalating issues via the General Manager Sales, Marketing and Communications that require Senior Management attention and intervention.
16. Performing all duties and responsibilities in a properly planned, timely, efficient and accurate manner; strict adherence to set and/ or agreed deadlines.
17. Conducting oneself in a professional, courteous and positive self-image while projecting the same image of PDSL.
18. Providing regular feedback to management to facilitate decisions on continued service improvement while embracing prompt corrective action whenever necessary and/ or suggesting alternative courses of possible actions in problematic or unusual matters of significance.
19. Maintaining favourable working internal relationships with all colleagues and embracing a Team Spirit to foster, aid and promote a collaborative harmonious work environment while ensuring work standards and quality work output targets are set, achieved and maintained.
20. Proactively keeping abreast with current affairs and developments within the company's operating environment/ sector, while ensuring sharing of best practices learnt and promotional trends with the entire PDSL Commercial Team.
21. Identifying Team strengths and development areas to facilitate participation in coaching, mentoring, personal development and Team educational opportunities.
22. Cross-selling of the organization's products and services to existing and potential Clients
23. Participating in prospective new client leads generation and proactively forwarding such leads for closure by the Sales and Marketing Teams.

Product Development Executive

Professional Digital Systems Limited

Jan 2017 - Dec 2017

Nairobi, Nairobi

KEY CONTRIBUTIONS

1. Designed payment reconciliation solution workflow for micro-finance client,
2. Designed utility vending solution workflow for startup,
3. Designed employee incentive bulk vending portal for corporate,
4. Designed customer and vendor mobile app journeys,

5. Managed product development process from concept phase to post-launch analysis phase,
6. Re-designed customer service portal for customer service team,
7. Assessed market competition; compared company's services to competitors' services,
8. Analyzed solution requirements and prepared process flows documentation,
9. Trained staff on new solutions,
10. Monitored efficient working of all projects and ensured compliance to project plan.

SUPPLEMENTARY WORK

1. Participated in VendIT Activation at Kenya Power banking halls,
2. Re-designed PDSL company profile,
3. Collaborated in preparation of technical responses for tenders,
4. Collaborated in designing company calendar,
5. Collaborated in designing vendor correx boards,
6. Prepared documentation for existing PDSL vendor mobile application,
7. Re-designed customer care performance appraisal workflow.

TECHNOLOGY USED

Adobe Illustrator, Balsamiq, ConceptDraw Diagram, ConceptDraw Project, Linux Apache MySQL & PHP, RDP SSH & VPN, VMware Esxi.

Customer Service Representative

Sep 2016 - Dec 2016

Professional Digital Systems Limited

Nairobi, Nairobi

KEY CONTRIBUTIONS

1. Handled correspondence between PDSL and direct customers, vendors and aggregators; Clarified information, answered queries, received and resolved complaints and escalated for further assistance when needed,
2. Managed large amounts of inbound and outbound calls within set KPI limits,
3. Generated customer interest in company offered services.
4. Collected feedback from customers to improve customer service.
5. Routed callers to relevant departments,
6. Met personal and team qualitative and quantitative targets

SUPPLEMENTARY WORK

1. Prepared customer care department monthly timetable,
2. Oriented new customer care representatives on business operation and procedures,
3. Resolved daily and old customer queries (Backlogs) and prepared daily reports and comprehensive weekly reports for management,
4. Designed and prepared monthly customer care performance reports,

5. Analyzed and segmented customers (churn and active) based on type and nature of transactions and provided detailed report that showed trends month on month.

TECHNOLOGY USED

Elastix IP PBX, PDSL Retail Administration, PDSL OpenReports, PDSL Consumer Mobile Administration, VendIT Customer Service Portal, Mpesa Paybill Portal, Zabbix Network Monitoring, PDSL SMS Gateway.

Education

Product Management

2019

LinkedIn Learning

Online

BBA: Business Administration

2016

Bharathiar University

Coimbatore, TN, India

B.E: Computer Science & Engineering

2013

Anna University

Coimbatore, TN, India

Kenya Certificate of Secondary Education

2008

Kareng'ata Boys Academy

Nairobi County, Kenya

Kenya Certificate of Primary Education

2004

St. Lwanga Academy

Nyeri County, Kenya

Accomplishments

2016 - Current

- Collaborated with colleagues in the user stories/ research/ design/ development/ packaging of PiDiPay™. (IRMS - Integrated Revenue Management System).
- Designed the PiDiPay™ Logo and had it trademarked.
- Resolved product issues through user acceptance testing.
- Achieved 100% POS Management and remote by introducing Headwind Enterprise MDM to manage 100 Android SmartPOS devices for the county government of [private**]. This allowed the company to onboard POS devices, configure, manage, track and remotely access to provide support.
- Collaborated with team members to deploy, install and configure end user devices that access the PiDiPay platform at each sub county office for the county government of [private**].
- Collaborated with team members to setup (IoT SIM cards) on a 4G LTE Teltonika Routers (RUT241), a switch (TSW100) and access points (TAP100) to provide a stable and dedicated internet connection to enable revenue end users to access PiDiPay IRMS at each sub county office for the county government of [private**]. This network can be remotely managed using Teltonika RMS reducing costs for travel and time wasted enroute to diagnose and resolve network issues.

- Conducted a Training of Trainers (ToTs), approximately 40 county staff, for each revenue stream representing each sub county for the county government of [private**].
- Implemented a Digital Visitor Register to digitize the existing manual visitor records. This was in line with our vision on data privacy as the manual records exposed visitor data to anyone with access to the visitor register and also reduce use of paper thereby embracing an ecofriendly environment.
- Implemented an asset management system (Snipe-IT) to automate issuance and asset tracking. This enabled the company to keep track of all its assets both tangible and intangible, consumables and non-consumables with the ability to audit assets periodically. The company can now keep track on usage of consumables and minimize wastage.
- Upgraded the HR System previously deployed with a new HR system that enabled the company to view detailed staff profiles along with leave requests, promotions, increments, performance records, assign training to departments and much more. Integration to active directory allowed for easy authentication.
- Designed Merchandize (T-Shirts, Polo-Shirts, Pens, Notebooks, Banners, Fliers, Brochures) to celebrate PDSL's 20th Anniversary.
- Designed social media marketing material giving PDSL an online presence and an audience on various social media platforms.
- Deployed iTop to document the company's IT infrastructure, manage incidents, user requests, planned outages, contracts including SLAs and change management. I integrated email to ticket automation to allow for a centralised email support that created tickets.
- Deployed a human resource management system to digitize employee records and leave application forms. This reduced costs of having to procure a file for each employee, papers used to print any information about an employee and leave application forms.
- Designed a call centre shift management template, creating a balance of work for all call centre agent, with KPI's set for each call centre agent. Collaborated with developers to integrate the shift management to the PABX system to pull time on call for each agent in real time, automating the call centre manager's generation of daily, weekly and monthly reports.
- Deployed a dairy farm management system that allowed a client to keep track of how much milk was collected, monitoring of pregnant cattle, vaccinations, sales and expenses and much more.
- Deployed and continue to manage private online cloud storage platform powered by Nextcloud Hub for several clients giving them peace of mind knowing their data is safe and secure.
- Deployed an ERP system for a local events management company that digitized their office enabling them to go paperless; From receiving leads through forms filled on their website or links posted on social media handles that redirects them to a form that channels the lead data back to the system, onboarding customers, sending proposals, invoices, signing contracts digitally and much more.
- Deployed, configured and built a social media platform for my extended family, a replica of Facebook with mobile apps for secure communication. This provides the family with a safe platform where parents, cousins, children can all chat, post, discuss just about anything they wish without prying eyes of social media companies and most importantly safe for children until they are old enough to join other platforms. This platform can be deployed for

various groups that may want to have their own private social network platform like, companies, schools, religious institutions and many more.

- Deployed Web-based POS systems for companies to manage inventory and sales with the ability to scale up to more outlets all managed from one platform.
- Deployed an e-Commerce System for a client who saw improved sales by having an online presence and access to a wider customer base and doing deliveries country-wide. The client eventually chose to retain online presence and close the physical store reducing operating costs and only required storage space and a delivery network.
- Deployed a property management system for a client to keep track of rents paid/ unpaid, generate reports and communicate with their tenants. The platform allowed for tenants to raise tickets for any support or maintenance requests.
- Configuring integrations for social logins (Google, Facebook, Twitter, LinkedIn, Apple) for systems that support social login integrations.
- 12 Years Google Workspace (Formerly G-Suite) Administration for 4 domains with a total of over 60 accounts.
- 8 Years Google cloud and Amazon Web Services platform administration
- 8 Years cPanel Administration, management and support for over 10 clients.
- 4 years publishing apps to Google play store and Microsoft Windows store thereby enabling clients to reach and engage with people using android and windows devices. The clients are able to track acquisition and metrics of their apps.
- 8 Years experience using Google Analytics to track different metrics on various websites for clients. This allows them to make decisions to improve their SEO and websites in general giving their customers an improved user experience.
- I have designed many websites and still continue to do so for various clients/ companies that approach me. For some of these websites I can design PWA apps enabling end users to install these websites as an app on both android and iOS.

References

Available on Request.

***Updated 2025**