BENJAMIN KWASI OWUSU

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PROFESSIONAL SUMMARY

Leading end-to-end development of cutting-edge digital and software solutions, driving an increase in market penetration and an 70% improvement in customer satisfaction. Translating complex technical concepts into actionable business strategies, contributing to 45% growth in revenue. Demonstrating expertise in fostering cross-functional collaboration, resulting in a significant reduction in product development cycle time.

CORE SKILLS AND TECHNOLOGIES

Programming languages/frameworks: Java, Python, HTML, CSS, JavaScript, ReactJS, AngularJS, Spring Boot.

Databases & OS: SQL (MySQL, PostgreSQL), NoSQL (MongoDB), Windows OS, Linux, MacOS.

Project Management: Agile framework, Hybrid, Scrum, Kanban, Jira, Trello, Azure.

Technologies: AWS, SAP, Salesforce, Docker

WORK EXPERIENCES

Hubtel, Accra, Ghana | Product Manager   September 2023 - Present

- Led a cross-functional team to implement notification system with SMS, Email, WhatsApp and FCM, resulting in a 55% increase in user engagement.
- Spearheaded a research initiative to gather product insights and conduct competitive analysis, resulting in 60% enhanced market understanding.
- Charge of a comprehensive review of product roadmaps, leading to an optimized strategy and a 25% improvement in product efficiency.
- Supervised a cross-functional teams, fostering collaboration that aided product development timelines.

Turntabl Ghana, Accra, Ghana | Software Engineer/Product Manager   January 2021 – August 2023

- Increased data processing efficiency by 35% by developing a data generation for data anonymizer's machine learning model.
- Engineered a real-time trading system using SpringBoot coupled with AngularJS to increase user satisfaction by 65% and facilitated seamless trading operations.
- Advanced system performance and functionality by 45% through the development of intricate algorithms and flowcharts for software applications.
- Made strides on code quality and reduced recurring errors by 55% engaging in pair-programming and producing clean and efficient code in Java.

Morgan Stanley, UK | Software Engineer, Remote   April 2021 – May 2022

- Upgraded developer-facing data store and caching systems which revamped system performance by 45% and facilitated smoother development workflow.
- Launched and rigorously tested new features for distributed systems, like a file-based cache and notification system, leading to a significant 45% performance improvement.
- Promptly identified and resolved critical issues, documenting solutions to ensure a 60% reduction in system downtime and added to the overall stability, fostering seamless development processes.

- Produced an efficient support initiative, resolving engineers' development and environment challenges 55% faster, leading to a smoother development workflow.

Amalitech, Takoradi, Ghana | Software Engineer / Scrum Master　　　　**July 2020 – December 2020**
- Facilitated project alignment with user needs by 70% through in-depth user research and data analysis, ensuring project feasibility and meeting user requirements.
- Boosted team collaboration and project delivery efficiency by 80% by orchestrating effective Scrum ceremonies (planning, daily stand-up, reviews, and retrospectives).
- Refined website performance and responsiveness by 80% by developing diverse frontend pages with ReactJS, TypeScript, Redux, and React Query.
- Increased communication effectiveness and user engagement by 60% by designing and integrating a seamless email template with the Django backend.

Amalitech Academy, Takoradi, Ghana | Software Engineering Trainee　　　　**July 2019 – July 2020**
- Streamlined project delivery by 90% by enforcing industry standard SDLC practices and agile methodologies (Scrum, Kanban), optimizing project management strategies.
- Achieved 70% improvement in product stability and user satisfaction by conducting manual testing, identifying, and documenting software defects, leading to enhanced product quality.
- Promoted continuous learning and skill development through knowledge-sharing sessions, leading to a 70% improvement in overall team competence.
- Championed quality assurance throughout the SDLC, ensuring a comprehensive understanding of software development processes and contributing to an 80% improvement in testing coverage and efficiency.

Total Energies, Accra Ghana | IT Systems National Service Personnel　　　　**September 2017 – October 2018**
- Played a pivotal role in transition to electronic printing, applying user credentials and achieving an 85% reduction in paper waste and perked up toner/ink management efficiency.
- Conducted the successful migration and training for the Oxygen project, upgrading Windows, Office, and Servers across all Ghana offices within 3 months, ensuring seamless user adoption.
- Optimized vendor relations and service delivery by 20% through careful review and rectification of Service Level Agreements (SLAs).
- Improved SAP user experience by 55% through active support and maintenance, reducing system downtime and increasing user satisfaction.

CERTIFICATES

AI for Product Managers, Pendo	March 2024
Project Management Training (PMI), Cambridge School of Excellence	November 2022
Foundations of Project Management, Google (Coursera)	August 2022
Technical Support, Google (Coursera)	August 2022
SAP Certified Application Associate - SAP Activate Project Manager, SAP TDI	July 2020

EDUCATION

Ghana Communication Technology University	September 2017

BSc. Computer Engineering, 2nd Class Upper