

MCLORD EMURAISHE

Sr. Product Manager

Data-Driven, Detail-Oriented,
Problem Solver

EXPERTISE

Product Management	6+ Yrs
Project Management	7+ Yrs
Web Technologies	7+ Yrs
User Experience	7+ Yrs

SKILLS

Notable Competencies:
Complete Product Lifecycle,
Hypothesis Testing & Validation
Customer Interviews, Personas,
Roadmapping, Journey Maps,
Data Analysis & Visualization,
Market Research, Digital
Marketing, Design & UX Principles

Product & Creative Tools:
Figma, Miro, Mural, ProductBoard,
Keynote, InVision, Adobe Suite

Organizational Tools:
G Suite Apps, Slack, Intercom,
Mailchimp, Typeform, Asana, Jira,
Airtable, SCRUM & Agile
Methodology

Languages & Syntax:
HTML/CSS, PHP, Python,
Javascript, APIs, Git, SQL
(PostgreSQL, MYSQL, SQLite),
JSON, Laravel, Vue.js, Android
(Java, Kotlin)

CONTACT

✉ mclordemuraishe@gmail.com
☎ +2347030754382

EXPERIENCE

Senior Product Manager

December 2022 - July 2023

Umba

Banking, Payroll and Lending for B2B, P2P

- Championed the successful launch of an innovative modular payroll product, overseeing its journey from concept to market debut. This strategic product introduction achieved a 20% increase in new client acquisitions within the first quarter.
- Collaborated seamlessly with cross-functional teams encompassing software development, marketing, and sales, contributing to a 15% reduction in product development timelines, ensuring products were market-ready.
- Utilized data-driven decision-making and incisive analysis to assess product performance. This approach led to a 25% increase in user engagement and a 10% improvement in user retention rates.
- Exerted a pivotal influence on steering Umba's vision within the lending and payroll tech sector, resulting in the company becoming a recognized industry leader, achieving a 50% growth in market share and propelling Umba's ongoing innovation and substantial growth.

Senior Product Manager

August 2022 - February 2023

Bento Africa

Bento People HRM

- Spearheaded cross-functional teams comprising sales, engineering, and design experts, fostering collaboration and ensuring project success. This collaborative approach led to a 30% reduction in project delivery time.
- Provided strategic leadership to stakeholders, leveraging data-driven insights to consistently make well-informed decisions and steer the product toward a 20% growth in user adoption.
- Managed the complete product lifecycle of the Application's version 2, meticulously overseeing the process from ideation to launch and post-launch analysis. This holistic approach resulted in a 40% reduction in product defects post-launch, enhancing overall product quality.
- Championed a customer-centric product development approach, continually gathering and analyzing customer feedback. This dedication led to a significant 15-point increase in customer satisfaction scores.

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EDUCATION

SEPT 2015

**Bachelors of Science,
Accounting/Finance**

Delta State University

CERTIFICATIONS

2023

**Certified Digital Product
Manager (CDPO)**

Future Learn

2022

**Certified Scrum Product
Owner (CSPO)**

Scrum Alliance

**Certified Scrum Master
(CSM)**

Scrum Alliance

2021

**Full Stack Web Developer
Certification**

Udacity

**PMI Agile Certified
Practitioner Training**

PMI

Android Associate Developer

Google

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EXPERIENCE (CONT.)

Product/Project Manager

April 2016 - August 2022

INITS Limited

Software as a Service

- Adeptly led multiple cross-functional project teams, ensuring project success, and delivering on time and within budget.
- Achieved significant cost savings, reducing projects expenses by 13% and development costs by 15% through effective project management and budget management.
- Demonstrated leadership and resourcefulness in overseeing the development of high-impact software projects, driving productivity and team performance.
- Spearheaded the development of innovative payment gateway solutions across multiple states, utilizing a collaborative approach and leading a team of developers and testers.
- Proactively identified and resolved customer pain points, developing 2+ solutions and leading 5+ teams to achieve a 97% customer satisfaction rate ahead of schedule.

Business Analyst

April 2016 - August 2022

INITS Limited

Software as a Service

- Conducted comprehensive business process evaluations, identifying gaps and proposing innovative solutions to overcome challenges.
- Expertly executed requirements analysis and developed comprehensive business cases, including user acceptance testing and user testing.
- Proactively drove continuous improvement, leading ongoing business process reviews and developing optimization strategies to increase efficiency.
- Implemented cost-effective solutions that positively impacted the bottom line, conducting project qualitative analysis and developing clear and concise mapping and reporting styles.
- Designed and implemented a user case diagram, providing a clear and comprehensive overview of existing functionalities and driving project productivity.

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PROFICIENCIES

Problem Solving, Quick Decision
Making, Effective Time
Management, Proven Business
Acumen, Interpersonal Skills,
Proven Servant Leader

CAREER ACHIEVEMENTS

- Led the successful upgrade of the Bento HRM product (People), resulting in a significantly improved user experience, a reduction in customer churn, and a significant increase in product revenue.
- Managed and grew the bank partnerships and integrations for the Bento product across West Africa, resulting in an increase in the customer base, partnerships, and a boost in overall product revenue.
- Successfully managed and delivered Billing and Payments Management Systems for Ogun and Oyo State Governments in Nigeria.
- Developed AKU - TraderMoni, a fund platform used to track and manage the disbursement of funds.
- Implemented Dangote Microgrant and Dangote Zakat for Dangote Group of Companies in Nigeria.
- Oversaw a Revenue Management System for micropayment collection across Nigeria for various services.
- Led the development of the electronic property taxation and management system (Land Use Charge) for Lagos, Ogun, and Oyo State Governments in Nigeria.
- Administered Ikoyi Club 1938's website and developed its subscription payment system in Lagos State, Nigeria.
- Achieved the creation of ILERAH (USA), a multi-tenant hospital system for record keeping.
- Designed an IVR System for Payporte, Nigeria, to manage calls, transfers, and ticketing.
- Contributed to the development of the Do-It-For-Me Module of the OLX website and personnel recruitment.
- Delivered a multi-tenant CRM system for Ezwash Laundromat, Nigeria, to meet the needs of small businesses.

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