DENNIS GATHAGE
PRODUCT MANAGER

PROFILE

I am an experienced product manager with a demonstrated history of working on socially impactful fintech projects in the software development industry. I have a passion for being part of the software development lifecycle process and have been fortunate to be able to strengthen my skills in product management in the course of my work experience.

CONTACT

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ACTIVITIES AND INTERESTS

- Reading [Self-Help, African Literature, History]
- Sports & Exercise [Football, Running, Gym]

EXPERIENCE

PRODUCT OWNER - FINANCIAL SERVICES
M-PESA AFRICA

JUNE 2022 - SEPT 2023 (Contract)

- Leading the technical design and market engagements ahead of roll-out of the Next-gen Lending Platform (Loan Marketplace and Overdraft service) for merchants/organizations in **3 African markets (namely Tanzania, Lesotho and DRC) that is expected to generate revenue of over USD 3M+** for the company
- **Working closely with system architects and senior system designers** to ensure that new market deployments adhere to the target architecture of the company
- **Technical documentation of loan marketplace use cases** for customers and merchants and adapting how it would work in individual markets
- **Adapting how the existing loan marketplace and overdraft service (working in Safaricom - Kenya)** will work in target M-PESA Africa markets
- Ownership of the team backlog - maintaining and prioritizing in line with Product Management direction and earliest delivery of value to our customers
- Performing preparation activities for program increment planning, to help drive program objectives at team level

TECHNICAL PRODUCT MANAGER
M-KOPA KENYA LTD

FEBRUARY 2019 – MAY 2022

- Led the design and product management activities for the first M-KOPA Customer app that was released to Play Store in 2020
  - App has over **1M+ downloads** on Play Store
  - Over **500K monthly active users** in Kenya, Uganda and Nigeria
  - Self-service features developed on the app helped to **drive down number of monthly calls to customer care by 10%**
- Led the design and product management activities for the first M-KOPA Sales app that was released to Play Store in 2020
  - App is used by **99% of the 5K+ M-KOPA Sales Reps** in Kenya, Uganda and Nigeria
  - App helped to **reduce average customer onboarding time from 40 minutes to <5 minutes**
  - **Improved Quality of Sales (QoS) metric by 10%** by driving customer onboarding via the app
- Key activities on all projects included:

- Working with customers, business stakeholders, engineers and UX designers to develop concise and structured product requirements
- Developing wireframes and clickable prototypes to be used for early user testing
- Developing and delivering product presentations and demos for senior business stakeholders
- Supporting the development of the 3-6 month product development roadmap

CHIEF PRODUCTS OFFICER
VIRTUAL CITY LTD
JULY 2016 – JANUARY 2019

- Led the product management activities in the development of the first online trade platform for grains that was sponsored by the East Africa Grain Council
  - The platform (called G-Soko) was deployed to the network of **over 100+ Village Aggregation Centers warehouses in Kenya and Tanzania**
  - **Over 50k MT of grains** was collected on the system
  - **The online trade platform was launched** at an event that was attended by government officials from East Africa in 2016
- Led the product management activities in the development of the Electronic Weighing System that was sponsored by one of the largest tea packers in the region
  - The platform was deployed to **over 20+ tea factories in Kenya and Rwanda**
  - **The system helped to improve the value provided to the small-holder farmers by over 10%** by creating transparency in the supply chain
  - **The system helped to reduce time spent in financial reconciliation** given integration that was done to their financial system (SAP)
- Led the product management activities in the development of the company's enterprise distribution management system
  - The platform was actively used by a **network of over 50 suppliers and distributors in Kenya, Uganda and Rwanda**
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  - The system helped to improve business operation efficiency and stock management for the FMCG
    - manufacturers and distributors
- Led a dynamic team of on average 8+ software developers and 4+ quality assurance engineers based locally and abroad
- Software design and technical documentation including User Stories and Process Flows
- Development and tracking of Product Roadmaps
- Development of departmental quarterly work-plans

PRODUCT MANAGER – BUSINESS ANALYSIS
VIRTUAL CITY LTD
JULY 2015 – JUNE 2016

- Led a team of **4 Business Analysts** in the company - ensuring departmental work-plans are adhered to
- Took the lead in the re-design of custom-made solutions based on the client's requirements. This involved working internally across various teams to ensure the client gets the solution
- Provided pre-sales technical assistance and product education, and after-sales support
- Coordinated closely with internal sales, sales support, and service resources to align solution design with customers' business requirements

EDUCATION

CERTIFIED SAFE® 5 PRODUCT OWNER/ PRODUCT MANAGER, *SCALED AGILE, INC*
SEPTEMBER 2022

- The SAFe® Product Owner and SAFe® Product Manager (POPM) course covers the tactical responsibilities of these roles in the Agile Release Train. The course also gives the guidance and tools needed to work effectively in remote environments with distributed teams.

BSC. TELECOMMUNICATION AND INFORMATION ENGINEERING, *JKUAT*
MAY 2008 – DECEMBER 2012

- Successfully completed my undergraduate degree in Telecommunication and Information Engineering and was awarded Second Class Honors.

KENYA CERTIFICATE OF SECONDARY EDUCATION, *STRATHMORE SCHOOL*
JANUARY 2004 – NOVEMBER 2007

- Attained mean grade of A-

KEY SKILLS AND CHARACTERISTICS
Strong interpersonal & communication skills • Agile Product Management • Business Analysis • UI/UX Design • Problem Solving • Leadership • Meticulous attention to detail • Excellent Organizational skills

LANGUAGES

English (Very Fluent) • Swahili (Very Fluent) • French (Moderately Fluent)

REFERENCES

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