

RACHAEL SHITANDA

PRODUCT LEAD

Contact

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<https://bit.ly/3QJcOsi> Profile

Education

Masters(Ongoing)

Jomo Kenyatta University Of
Agriculture And Technology
09/2021 ongoing

Courses Masters Of Science

Computer Systems

BSc Computer Science

The Presbyterian University Of
East
Africa; 2011-2014

CERTIFICATES

Security Analyst(03/2022- 08/2022)

United States International
University – Africa

UX Design Certificate (03/2020 -
09/2020) - Akili Plus Education

Key Skills

Product Management, UX Design, User-Centric Design, UX Research, Testing, Web Development, Wireframing, User testing, Figma, Illustrator, Project Management, Project Budgeting, Collaboration Data protection, Data Analysis, Research and Planning, Project Financing , Security testing & evaluation, PCI, GLBA, HIPAA standard

Profile

Driven innovation manager with experience in corporate strategy and product development. Creative and people-oriented Computer Scientist with proven ability to lead cross-functional teams in the ideation, development, and commercialization of new products and services. Experienced in working with start-ups, as well as large, multinational organizations

Professional Experience

Head of Products

Mentorlist– Nairobi, Kenya

April 2023

-PRESENT

- Successfully launching several new products that generated significant revenue for the organization and increased our market share.
- Conducting user research and gathering feedback to identify areas for improvement in existing products, resulting in updates and enhancements that improved the user experience and increased customer satisfaction.
- Developing a product roadmap that aligned with the organization's business strategy and goals, resulting in a clear direction for product development and increased focus on customer needs.
- Implementing processes and tools to streamline product development, including Agile methodologies, project management tools, and cross-functional collaboration, resulting in increased efficiency and reduced time-to-market.
- Leading cross-functional teams, including product managers, designers, developers, and QA engineers, to deliver successful products on time and within budget.

Head of Products and Researcher

RS Maray – Nairobi, Kenya

JAN 2023

– PRESENT

- Appointed Speaker and Panellist on Using data to drive product-led growth decision making by Google Developers group IWD Nairobi 2023 Workshop
- Appointed Speaker and Panellist on Product Management/ Africa's Talking Women in Tech Community
- Manage from concept to design, sample production, testing, forecast, cost, mass production, promotion, support, and finally, product end-of-life.
- Delivers the operating plan: the achievement of growth objectives, including market share, revenue, profit, and return on investment for all the channels/categories of business and key customers.
- Responsible for managing and implementing marketing activities through research, strategic planning, and implementation.
- overseeing the product development operations to ensure smooth flow and efficiency, devise strategies to improve processes, gather relevant data such as sales and customer feedback, and coordinate with different departments in developing new products and services.

compliances, Security plan design
& implementation, Rapid
incidence response
Power BI

Awards

(MARCH 2022)

Appointed Speaker and Panelist
on Using data to drive product-
led growth decision making/
[Google Developers group IWD
Nairobi 2023 Workshop](#)

(MARCH 2022)

Appointed Speaker and Panelist
on Product Management/
[Africa's Talking Women in Tech
Community](#)

(SEP 2022)

The Connected Awards
Nominee/ [Techtrend Africa](#)

(OCT 2022)

Panellist Securing ICT EcoSystem/
[Connect to Connect Summit](#)

Professional Membership

Fellow, Computer Society of Kenya
Membership **No. 132131**

Fellow, Internet Society Membership
No. 178356

She Codes Africa

Women Techmakers Nairobi

Space Ya Tech

Product Management | UX Research | Design Mentor

Adplist.org – Nairobi, Kenya- Remote

MAY 2021

– Present

- Nominated by Techtrend Africa for The Connected Awards for the Tech personality award East Africa 2022
- Serves as a Subject Matter Expert (SME) for the product management team at as well as relative to the assigned, SSA product lines as it pertains to value-added metrics and Key Performance Indicator reporting
- Mentored UX Designers, Product Managers, and budding researchers in research skill sets, such as how to structure usability tests, moderate, and conduct interviews
- Collaborated with data science analysts and leverages data analytics to determine qualitative and quantitative triangulation
- Managed Research Operations (Research Ops) including research logistics, recruiting, budget, incentive distribution, and maintaining an accessible research repository

Cyber Security Consultant

Cybershujaa/United State International University Africa

Nairobi, Kenya

MARCH 2022

– DEC 2022

- Appointed Expert level Advisor at the Innovation Africa Digital Summit 2022 - C2C 'Connect to Connect the as a panellist on Securing the ICT Eco System in Dar el Sala
- Identified and evaluated potential threats and vulnerabilities.
- Designed training manuals to increase security awareness throughout the company.
- Monitored live systems to discover real-time threats.

Software Developer

Adrian Kenya Limited – Nairobi, Kenya

AUG 2019**– MAR 2022**

- Created interactive designs for complex web applications by way of page/user flow diagrams, site maps, and interactive wireframes in Figma.
- Conducted UX research by interactively testing designs using high and low fidelity prototypes.
- Designed an ERP application from User flow diagrams to Interactive prototypes. Carried out user research through targeted interviews and extensive usability testing before and after redesign.
- Develops software solutions by studying information needs conferring with user, studying system flow, data usage and work processes
- Investigating problem areas, following the software development life cycle
- Supports and develops software engineers by providing advice, coaching and educational opportunities
- Demonstrated effectiveness of security controls

TECHNICAL SUPPORT ENGINEER**ROMER SERVICES LIMITED – Nairobi, Kenya****JUN 2017****– FEB 2019**

- Project lead on core app overhaul to replace outdated and inefficient software with custom solution tailored to meet user's needs, increasing overall business efficiency. Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers On boarded and trained all incoming junior tech support specialists.
- Replaced antiquated POTS system with VoIP solution that saved 30000/mo. company-wide while increasing bandwidth and stabilizing connectivity between sites. On boarded and trained all incoming junior tech support specialists on Salesforce.
- Made extensive use of open-source and no-cost solutions and software for internal needs, including real-time monitoring with Opsview, help desk and system inventory with Spiceworks to reduce ongoing business costs

TECHNICAL SUPPORT ENGINEER**GAMCODE – Nairobi, Kenya****JAN 2017****– AUG 2017**

- Discovered innovative solutions to common and exceptional problems identified on help tickets assigned by team supervisor and/or departmental manager.
- Communicated with company reps and vendors to identify computer products that would support and enhance departmental and company operations.
- Assisted in implementation of new hardware and software solutions within company
- to improve work-flow and customer service provision.
- Provided support to users learning new technology assets to support existing operations and to make possible work-flow expansion.

Content Moderator

**FEB 2015
– AUG 2017**

Glassdoor || SAMA AI - Nairobi, Kenya

- I was part of a global team of content moderation for the world leader on insights about jobs and companies, making sure that the information displayed on the website matches the customer's guidelines. This is a back-office job, that involves the use of several investigation tools, preventing fraud and applying certain guidelines to future content that will appear online.
- Played an instrumental role in increasing and maintaining the NPS score index from 60% to 80% within the first month of any assigned project
- Trained the AI system to moderate the content of the user profiles
- Performed content reviews under the client supervision for international and Domestic cases following client processes and procedures
- Responsible for the activities assigned by the team leads and subject matter experts

VOLUNTEER EXPERIENCE

- Rotary Club of Nairobi Parklands - Design and Develop Website August 2022
- Space Ya Tech Community- Product Management Role for Collaboration And Mentorship Platform. August 2022 - Present
- CITAM KAREN - Youth Volunteering to homes and Shelters.

REFEREES

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