

# Bawo Maleghemi

## Manager, Business Solutions (Health Services Cluster)

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### SUMMARY

Experienced I&IT and product leader with 10+ years delivering business solutions across healthtech, fintech and public-sector environments. Proven record leading complex, regulated I&IT programs—delivering HIPAA-compliant EMR/CRM integrations, improving operational continuity for real-time systems, and aligning KPIs with executive and government stakeholders. I drive vendor and supplier governance, change management, and 24/7 service delivery while managing multi-disciplinary teams and budgets for enterprise-scale portfolios. Key outcomes include reducing SLA violations by 15%, cutting manual data entry by 35%, and improving patient engagement by 20%—demonstrating measurable improvements in service delivery, risk management and operational performance.

### EXPERIENCE

**Lead Product Manager** 2025 – Present  
OPTISAGE.AI • Ontario, Canada

- Scaled AI-first platform access and vendor integrations by 5x while driving 28% margin improvement—demonstrated ability to manage strategic vendor relationships and prioritize product features for business value.
- Built scalable APIs and Postman integration kits that reduced partner integration time and accelerated B2B sales cycles by 35%—improving supplier onboarding and third-party delivery timelines.
- Implemented risk & oversight frameworks for AI agents (90-day sprint launch) to ensure compliance, auditability and operational controls for production systems used by external partners.

**Director of Product** 2023 – 2025  
OTTER PLATFORM • British Columbia, Canada

- Established go-to-market and operational playbooks for an AI-powered financial ops platform—delivered in under 5 months and supporting early B2B onboarding, demonstrating rapid delivery of regulated business solutions.
- Automated 70% of transaction classification and unified ledgers via API integrations—reduced manual reconciliation and improved data integrity for financial and reporting feeds used by external stakeholders.
- Launched iOS/Android apps and production monitoring that increased weekly engagement by 30%—introduced operational telemetry and incident response practices to support 24/7 user-facing services.

**Director of Product** 2022 – 2023  
CONTROL HQ • Austin, Texas

- Led transition from monolithic to microservices architecture with REST APIs to improve service resilience, deployment frequency, and maintainability—supporting scalable I&IT operations and clearer vendor boundaries.
- Implemented automation for credit workflows, reducing manual review steps by 60% and improving operational throughput for time-sensitive decisions—showing measurable process optimization for service delivery.
- Redesigned onboarding UX and release processes (React/Redux insights), increasing conversion by 35% and improving release stability through stronger QA and deployment orchestration.

**Senior Product Manager** 2021 – 2022  
APPNOVATION • Ontario, Canada

- Delivered digital transformation for three top pharma clients by designing and deploying HIPAA-compliant solutions—improved patient adherence by 20% and ensured data privacy and regulatory compliance.
- Developed a 3-year platform roadmap and led EMR/CRM integrations that reduced manual data entry by 35%, improving clinician workflows and data accuracy for health partners.
- Coordinated global teams of 20+ engineers and designers to improve release velocity by 30% while maintaining compliance and audit-ready documentation for regulated healthcare programs.

Head of Product

2012 – 2021

INTERSWITCH • Nigeria

- Directed product and I&IT strategy for a US\$50M+ portfolio—reduced partner onboarding time by 60%, launched new payment use cases increasing transaction capacity by 30%, and grew portfolio revenue by 23%.
- Redesigned a modular Terminal Management System with real-time diagnostics to reduce SLA violations by 15%—implemented operational monitoring, incident response playbooks, and service-level reporting.
- Managed cross-functional teams and prioritized roadmaps to address the top causes of churn—driving a 23% revenue increase across the SaaS portfolio through focused service improvements and KPI realignment.

SKILLS

Business & I&IT Program Management	Stakeholder Engagement
Vendor & Supplier Management	Service Delivery & SLA Oversight
Operational Continuity (24/7)	Change Management
Cloud & Microservices Architecture	EMR / CRM & HIPAA Compliance
Agile / SAFe Delivery	DevOps & Release Management
Risk Management & KPI Alignment	Test Automation Strategy
Budgeting & P&L Oversight	Data-driven Roadmaps & PowerBI

CERTIFICATIONS

Certified AI Developer  
Certified Product Manager (AIPMM)  
Certified New Product Developer (PDMA)  
SAFe 5.0 Agilist  
SAFe 4.6 Advanced Scrum Master  
Lean Six Sigma Green & Yellow Belt

EDUCATION

**Bachelor of Science, Economics**  
Ambrose Alli University, Ekpoma